

**IN THE UNITED STATES DISTRICT COURT  
FOR THE SOUTHERN DISTRICT OF WEST VIRGINIA  
CHARLESTON DIVISION**

**CHERI MICHELLE EDENS, and others  
similarly situated,**

**Plaintiff,**

Civil Action No: 2:22-cv-00101

**v.**

Hon. Thomas E. Johnston

**CEBRIDGE ACQUISITION, LLC,  
CEQUEL III COMMUNICATIONS I, LLC,  
CEQUEL III COMMUNICATIONS II, LLC,  
& ALTICE USA,**

**Defendants.**

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**AFFIDAVIT OF TRAVIS LUCAS IN SUPPORT OF DEFENDANTS' MOTION TO  
COMPEL ARBITRATION AND TO STAY LITIGATION**

State of West Virginia) ) ss.  
County of Wood )

PERSONALLY APPEARED BEFORE THE UNDERSIGNED AUTHORITY, TRAVIS LUCAS, who after first having been duly sworn, does hereby depose and state under oath the following based on his own personal knowledge:

1. I submit this affidavit in support of Defendants' Motion to Compel Arbitration and to Stay Litigation. I have personal knowledge of the statements made in this affidavit, and, if called as a witness, I could and would testify to their truth.

2. I am employed by Altice USA, Inc. ("Altice USA") as a Director of Operations Field Service, Mid Atlantic, which is the region that includes West Virginia. I have held this position since October 2019. Prior to holding that position, I have held various operations positions at Suddenlink Communications ("Suddenlink") since April 1996, including prior to Altice USA's acquisition of Suddenlink.

3. In those positions, I am familiar with the services provided by Suddenlink to West Virginia customers. In particular, I am familiar with Suddenlink's processes for the installation and activation of Suddenlink services, including Suddenlink's installation user guides, training provided to Suddenlink installation technicians, and billing statements for Suddenlink customers in the West Virginia region.<sup>1</sup>

4. From my responsibilities, I am also familiar with Altice USA's and Suddenlink's corporate records related to customers' installation, activation, and cancellation of Suddenlink service, which were created or maintained by Altice USA or Suddenlink in the regular course of business.

#### **Plaintiff's Account**

5. According to Suddenlink's records, on April 3, 2020, a field technician came to the address for which Plaintiff in the above-captioned action, Cheri Edens, ordered Suddenlink service in order to install the necessary equipment and activate the service.

6. According to Suddenlink's records, Ms. Edens is currently a Suddenlink customer.

#### **Installation And Activation Of Service**

7. Generally, as a matter of routine business practice, at the time of installation of Suddenlink services, the field services technician was required to present the subscriber (or his authorized representative) with a mobile device. The device contained several screens that the subscriber or his authorized representative was required to interact with in order to complete the installation and activate service.

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<sup>1</sup> As of August 1, 2022, the services previously provided by Defendants under the Suddenlink brand are now provided under the Optimum brand. I continue to use the term "Suddenlink" for ease of reference.

8. During the time of Ms. Edens's order and installation of Suddenlink service, due to the COVID-19 pandemic, not all customers wished to handle the mobile device. As a matter of routine business practice, technicians were required under such circumstances to read the following acknowledgement language to the customer: "CUSTOMER ACKNOWLEDGES THAT ALL INFORMATION ON THIS WORK ORDER, INCLUDING E911 NOTIFICATION AND CENTRAL STATION MONITORED ALARM SERVICE LIMITATIONS STATED ABOVE AND GENERAL TERMS AND CONDITIONS OF SERVICE PROVIDED AT OR PRIOR TO TIME OF SERVICE APPOINTMENT AND AVAILABLE AT [<https://www.suddenlink.com/terms-and-policies>] [<https://www.optimum.net/pages/terms.html>] HAS BEEN READ AND AGREED TO, OKAY?" The technician was then required to obtain the customer's verbal assent to those terms.

9. In order to complete the installation process, the customer was required to either give verbal assent due to COVID or enter a signature on the mobile device. Attached as **Exhibit A** is a true and correct copy of the work order from the April 3, 2020 installation. Some of Ms. Edens's personal information has been redacted to protect her privacy.

#### **Service Visits**

10. On April 7, 2020, August 15, 2020, and October 10, 2020, a Suddenlink field technician completed a service visit at the address for which Ms. Edens ordered Suddenlink service.

11. As a matter of routine business practice at these times, the field services technician was required to present a mobile device at the conclusion of the service appointment to obtain the customer's signature acknowledging the services performed and agreeing to the terms governing the customer's services. In addition, due to the COVID-19 pandemic, not all customers wished to



handle the mobile device. As a matter of routine business practice, technicians were required under such circumstances to read the following acknowledgement language to the customer: “CUSTOMER ACKNOWLEDGES THAT ALL INFORMATION ON THIS WORK ORDER, INCLUDING E911 NOTIFICATION AND CENTRAL STATION MONITORED ALARM SERVICE LIMITATIONS STATED ABOVE AND GENERAL TERMS AND CONDITIONS OF SERVICE PROVIDED AT OR PRIOR TO TIME OF SERVICE APPOINTMENT AND AVAILABLE AT [https://www.suddenlink.com/terms-and-policies] [https://www.optimum.net/pages/terms.html] HAS BEEN READ AND AGREED TO, OKAY?” The technician was then required to obtain the customer’s verbal assent to those terms.

12. At the completion of each visit, the customer was required to either give verbal assent due to COVID or sign a mobile-device screen that stated “BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT ALL INFORMATION ON THIS WORK ORDER, INCLUDING . . . GENERAL TERMS AND CONDITIONS OF SERVICE PROVIDED DURING TIME OF SERVICE APPOINTMENT AND AVAILABLE AT SUDDENLINK.NET/SERVICEINFO, HAS BEEN READ AND AGREED TO.” The then-current RSA as it appeared on Suddenlink’s website is among the General Terms and Conditions of Service. Attached as **Exhibit B** are true and correct copies of the work orders from Ms. Edens’s service appointments. Some of Ms. Edens’s personal information has been redacted to protect her privacy.

#### **Monthly Billing Statements**

13. Since the start of her service in April 2020 and continuing past the time the amended complaint in this case was filed in November 2023, Ms. Edens’s monthly billing statements for Suddenlink or Optimum services have contained a reference to the Suddenlink or Optimum terms

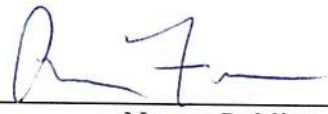
of service and a link to the terms on the relevant website, and further stated that payment of the bill constitutes the customers' acceptance of those terms. Attached as **Exhibit C** are true and correct copies of Ms. Edens's billing statements from April 2020 through November 2023. Some of Ms. Edens's personal information has been redacted to protect her privacy.

FURTHER THE AFFIANT SAYETH NAUGHT.

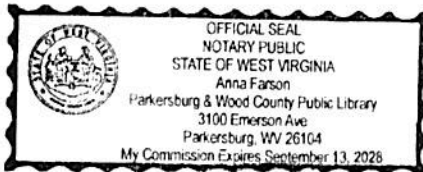
State of: WV  
County of: WOOD

  
Travis Lucas

SUBSCRIBED AND SWORN to  
before me this 4<sup>th</sup> day of  
December, 2023.

  
\_\_\_\_\_  
Notary Public

My Commission expires: 9/13/28



# **EXHIBIT A**

DATE: 04/03/2020 14:00-17:00	JOB TYPE: Install	NAME: CHERI EDENS	ACC NO: [REDACTED]
DUAL:	SALES ID: E25	ADDRESS: [REDACTED]	
HM#: [REDACTED]3980	BS#: [REDACTED]3980	SAINT ALBANS WV [REDACTED]	
TECH#: 20306	JOB#: 4A	START: 01:33 PM	END: 02:21 PM
			ORDER DATE: 03/30/2020

Pending Services:	Pending Services:	*CURRENT MONTHLY CHARGES: \$ 0.00
C- 1 Cable Modem Purc N\$ 1 Network Enhment		TOTAL BALANCE: \$ 0.00
GY 1 BRING 32CH GWAY		BAL DUE AT INSTALL: \$ 0.00
IS 1 Broadband Int1Gb		*PARTIAL MONTHLY CHARGES: \$ 83.49
GF 1 Unlimtd Int Allo		*ADD. MONTHLY CHARGES: \$ 83.49
\$J 1 Gift Card - \$50		ONE TIME INSTALL CHARGES: \$ 0.00
4N 1 Hsdbase		<small>*Excl. add'l monthly chgs for taxes, partial mo. chgs, and fees.</small>
85 1 P4L DataOnly Trk		
H* 1 Inst OOL Novid		

Work Tasks:

32-CH GATEWAY

Rec PriInternet&Soft

MODEMS: ADD: 0 REMOVE: 0 FTA: 53	WIP: CTM: [REDACTED]3980
CONVRTRS: ADD: 0 REMOVE: 0 CLOSED BY: Tech	
NDS CRDS: ADD: 0 REMOVE: 0	
GROUND: MDU   Load Side of Meter POLE#: AO OVER 3:	
AMPERAGE: 0.04 MT ZIP:	
DROP CERT: HHC: TRP:	SI: Call Home
	NODE:
STATUS: Completed DX RSN: TAG:	
CUST TYPE: Residential RT: 05 CUST ID:	
RF LEVEL: CENSUS: SA005 OH:UG: Overhead	
COMMENTS: Installed WiFi	

**SUDDENLINK VOICE CUSTOMERS**

E911 NOTIFICATION. In the event of a power outage, and provided you do not have battery backup on your modem, you will not have E911 service. If your service is disconnected or in the event of an outage or other disruption to the cable network or facilities, you will not have E911 service. If you relocate the modem to a different address, you must notify Suddenlink in advance to update E911 service. During the initial 72 hours of service at your new address, you may be required to provide the E911 operator with your new service address.

CENTRAL STATION MONITORED ALARM SERVICE LIMITATIONS. You acknowledge that Suddenlink does not support the use of any Suddenlink Voice service as a connection for (i) emergency medical alert systems or (ii) all high security monitoring systems (UL 681 or similar). You acknowledge that it is your sole responsibility to contact your authorized central station monitoring provider to test and verify that your security or alarm system is in good working order and that you are responsible for any additional work required to ensure the proper operation of your system and its functionalities.

**CUSTOMER ACCEPTANCE**

Please confirm your satisfaction with installation/repair of the Suddenlink product/service(s) and verify all equipment prior to signing this document. Please note, charges listed above may not include franchise fees, taxes, equipment and other charges. Promotional offerings subject to terms and conditions (i.e. length of promotion, required documentation) provided at time of sale.

BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT ALL INFORMATION ON THIS WORK ORDER, INCLUDING E911 NOTIFICATION AND CENTRAL STATION MONITORED ALARM SERVICE LIMITATIONS STATED ABOVE AND GENERAL TERMS AND CONDITIONS OF SERVICE PROVIDED DURING TIME OF SERVICE APPOINTMENT AND AVAILABLE AT SUDDENLINK.NET/SERVICEINFO, HAS BEEN READ AND AGREED TO.

Signature 

Date: 04/03/2020

# **EXHIBIT B**



DATE: 04/07/2020 14:00-17:00	JOB TYPE: Trouble Call	NAME: CHERI EDENS	ACC NO: [REDACTED]
DUAL:	SALES ID:	ADDRESS: [REDACTED]	
HM#: [REDACTED]3980	BS#: [REDACTED]3980	SAINT ALBANS WV [REDACTED]	
TECH#: 15924	JOB#: 8A	START: 12:34 PM	END: 01:14 PM
			ORDER DATE: 04/06/2020

Current Services:

\$J 1 Gift Card - \$50  
4N 1 Hsdbase  
85 1 P4L DataOnly Trk  
C- 1 Cable Modem Purc  
GF 1 Unlimtd Int Allo  
IS 1 Broadband Int1Gb  
N\$ 1 Network Enhment

Fix Codes:

FIX CODE 2: 105 InsideWireRepair  
FIX CODE 3: 272 Out of Spec @ Outlet  
FIX CODE 4: 111 Outside Replace Drop  
FIX CODE 5: 258 Preventative Maint

History			History			Work Tasks:	
30-Mar-20	OUTBOUND		03-Apr-20	OUTBOUND CONTACT		2nd Repeat TC	
30-Mar-20	INST	Ordered	03-Apr-20	INBOUND CONTACT		All Serv Out/A-Otlts	
30-Mar-20	INBOUND CONTACT		03-Apr-20	TC	Ordered	Diagnosis/Check Grnd	
06-Apr-20	OUTBOUND		03-Apr-20	INBOUND CONTACT		Drop Down/Low	
06-Apr-20	INBOUND CONTACT		03-Apr-20	INBOUND CONTACT		RF Signal Issue	
06-Apr-20	TC	Ordered	03-Apr-20	CHNG SVC	No Truck	Return Issue	
06-Apr-20	TC	Complete	03-Apr-20	OUTBOUND CONTACT			
06-Apr-20	OUTBOUND		03-Apr-20	INST	Complete		

The standard \$60 service call fee has been applied to this visit.

MODEMS:	ADD:	0	REMOVE:	0	FTA:	53
CONVRTRS:	ADD:	0	REMOVE:	0	CLOSED BY: Tech	
NDS CRDS:	ADD:	0	REMOVE:	0		

GROUND:	POLE#:	AO OVER 3:
AMPERAGE:	MT ZIP:	
DROP CERT:	HHC:	TRP:
	CONSTR:	TAG:
STATUS:	Completed	DX RSN:
CUST TYPE:	Residential	RT: 05
RF LEVEL:		CUST ID:
COMMENTS:	Reran ao and replace drop	CENSUS: SA005

SI: No Scl Inst

NODE:

OH:UG: Overhead

**SUDDENLINK VOICE CUSTOMERS**  
E911 NOTIFICATION. In the event of a power outage, and provided you do not have battery backup on your modem, you will not have E911 service. If your service is disconnected or in the event of an outage or other disruption to the cable network or facilities, you will not have E911 service. If you relocate the modem to a different address, you must notify Suddenlink in advance to update E911 service. During the initial 72 hours of service at your new address, you may be required to provide the E911 operator with your new service address.

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Signature 

Date: 04/07/2020

DATE: 08/15/2020 14:00-17:00	JOB TYPE: Trouble Call	NAME: CHERI EDENS	ACC NO: [REDACTED]
DUAL:	SALES ID:	ADDRESS: [REDACTED]	
HM#: [REDACTED]3980	BS#: [REDACTED]3980	SAINT ALBANS WV [REDACTED]	
TECH#: 21464	JOB#: 7A	START: 01:12 PM	END: 01:53 PM
			ORDER DATE: 08/10/2020

Current Services:

\$J 1 Gift Card - \$50  
4N 1 Hsdbase  
85 1 P4L DataOnly Trk  
C- 1 Cable Modem Purc  
FL 1 Hdsbase Tn Only  
GF 1 Unlimtd Int Allo  
IS 1 Broadband Int1Gb  
N\$ 1 Ntwrk Enhnce Fee

Current Services:

RX 1 PAPER BILL CONV

Fix Codes:

FIX CODE 2: 105 InsideWireRepair  
FIX CODE 3: 280 IngrsOrLkg

History

23-May-20 INBOUND CONTACT  
14-Jul-20 INBOUND CONTACT  
12-Aug-20 SRO Cancel  
12-Aug-20 OUTBOUND  
10-Aug-20 TC Ordered

Work Tasks:

All Serv Out/A-Otlts  
Diagnosis/Check Grnd

The standard \$60 service call fee has been applied to this visit.

MODEMS:	ADD: 0	REMOVE: 0	FTA: 53
CONVRTRS:	ADD: 0	REMOVE: 0	CLOSED BY: IVR
NDS CRDS:	ADD: 0	REMOVE: 0	

GROUND:	MDU   Power Ground Wire	POLE#:	AO OVER 3:
AMPERAGE:	0.54	MT ZIP:	
DROP CERT:		HHC:	TRP:
		CONSTR:	TAG:
STATUS:	Completed	DX RSN:	CUST ID:
CUST TYPE:	Residential	RT: 05	CENSUS: SA005
RF LEVEL:			
COMMENTS:	Fixed outside connections		

SI: No Scl Inst

NODE:

OH:UG: Overhead

SUDDENLINK VOICE CUSTOMERS

E911 NOTIFICATION. In the event of a power outage, and provided you do not have battery backup on your modem, you will not have E911 service. If your service is disconnected or in the event of an outage or other disruption to the cable network or facilities, you will not have E911 service. If you relocate the modem to a different address, you must notify Suddenlink in advance to update E911 service. During the initial 72 hours of service at your new address, you may be required to provide the E911 operator with your new service address.

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Signature



Date: 08/15/2020

DATE: 10/10/2020 11:00-14:00	JOB TYPE: Trouble Call	NAME: CHERI EDENS	ACC NO: [REDACTED]
DUAL:	SALES ID:	ADDRESS: [REDACTED]	
HM#: [REDACTED]3980	BS#: [REDACTED]3980	SAINT ALBANS WV [REDACTED]	
TECH#: 21463	JOB#: 15A	START: 12:03 PM	END: 12:49 PM
			ORDER DATE: 09/30/2020

<b>Current Services:</b>		<b>Current Services:</b>		<b>Fix Codes:</b>	
\$J 1	Gift Card - \$50	RX 1	PAPER BILL CONV	FIX CODE 2:	352 RelocateRoutr
4N 1	Hdsbase	S1 1	Suddenlink Safeg	FIX CODE 3:	261 PoorWiFiSig
85 1	P4L DataOnly Trk				
C- 1	Cable Modem Purc				
FL 1	Hdsbase Tn Only				
GF 1	Unlimtd Int Allo				
IS 1	Broadband Int1Gb				
N\$ 1	Ntwrk Enhnce Fee				

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<b>History</b>		<b>History</b>		<b>Work Tasks:</b>	
30-Sep-20	OUTBOUND	01-Sep-20	INBOUND CONTACT	Cable Modem	
30-Sep-20	TC	01-Sep-20	INBOUND CONTACT	Diagnosis/Check Grnd	
15-Aug-20	TC	01-Sep-20	CHNG SVC	HSD /Persist/1-Otlts	
15-Aug-20	OUTBOUND			Monitor House Issue	
14-Jul-20	INBOUND CONTACT			Res Advised of TCFee	
12-Aug-20	SRO			Slow Internet Speed	
12-Aug-20	OUTBOUND				
10-Aug-20	TC				

The standard \$60 service call fee has been waived by your enrollment in Service Protection.

MODEMS:	ADD: 0	REMOVE: 0	FTA: 53
CONVRTRS:	ADD: 0	REMOVE: 0	CLOSED BY: Tech
NDS CRDS:	ADD: 0	REMOVE: 0	

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GROUND:	MDU   Power Ground Wire	POLE#:	AO OVER 3:
AMPERAGE:	0.54	MT ZIP:	
DROP CERT:		HHC:	TRP:
		CONSTR:	TAG:
STATUS:	Completed	DX RSN:	CUST ID:
CUST TYPE:	Residential	RT: 05	CENSUS: SA005
RF LEVEL:			OH:UG: Overhead
COMMENTS:	Connection issue		

**SUDDENLINK VOICE CUSTOMERS**

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**CUSTOMER ACCEPTANCE**

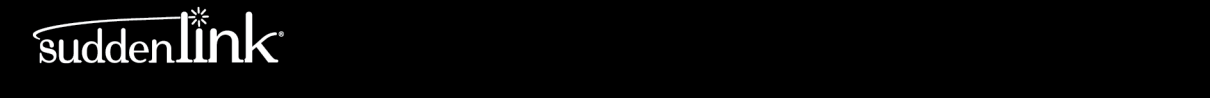
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Signature 

Date: 10/10/2020

# **EXHIBIT C**



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
04/04/20 - 05/03/20	May 05, 2020	\$100.70
Previous Balance & Payments		\$0.00
Balance Last Statement		\$0.00
Payment(s) Received By 04/04/2020		\$0.00
New Charges		\$100.70
Total Amount Due		\$100.70

- ☐ Sign up now for paperless billing at [suddenlink.com/paperless](https://suddenlink.com/paperless)
- ☐ Sign up now for automatic payments at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details			
CURRENT MONTHLY CHARGES		Retail	You Pay
TV			
04/04 -05/03	HD Receiver(s)		11.00
Internet			
04/04 -05/03	Internet	89.99	34.99
	Internet 1 Gig		50.00
Total Current Monthly Charges			\$ 95.99
TAXES, FEES & OTHER CHARGES			
TV			
04/04 -05/03	Sales Tax		0.66
	Franchise Fee		0.55
Other Charges			
04/04 -05/03	Network Enhancement Fee		3.50
Total Taxes, Fees & Other Charges			\$ 4.71
Total Amount Due			\$100.70

Ways to Pay

Pay your bill, upgrade your services and manage your account at **suddenlink.net**

Additional options:

**EZ Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
168 Great Teays Blvd Suite 7  
Scott Depot, WV 25560

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵

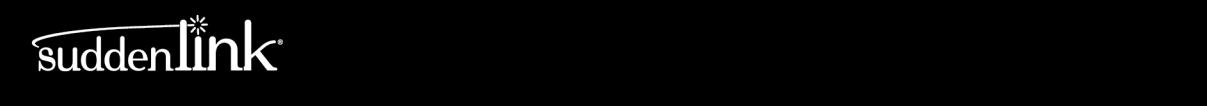


200 JERICO QUADRANGLE  
JERICO NY 11753-2701  
CHANGE SERVICE REQUESTED  
  
#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]







CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$100.70

Account Details...continued

Exclusive offer for Suddenlink customers

Altice Mobile

\$30

/mo.

FOR LIFE

+ Unlimited data, talk & text

+ 99% nationwide coverage

alticemobile.com

Suddenlink Updates

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [suddenlink.net/myaccount](https://suddenlink.net/myaccount).

Payment Information

Please allow up to 3 days to process your payment once it is received. Payment of your bill confirms your acceptance of the Residential Services Agreement, viewable at [suddenlink.com/terms-policy](https://suddenlink.com/terms-policy).

By sending your check to us as payment, you authorize us either to use info from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. If your bank returns your check unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at [suddenlink.com/rates](https://suddenlink.com/rates).

Billing Information

You're billed each month in advance for the

next month's services. Rates and special discounts subject to change or discontinuance at any time. Service cancellations are effective on the last day of the then current billing period. For more details, visit [suddenlink.com/agreement](https://suddenlink.com/agreement). Payment is due by the date indicated on the front of your bill. A late fee up to \$10 will be assessed when payment is not received by that date. Late fee rates can be found at [suddenlink.com/rates](https://suddenlink.com/rates). You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections. Your monthly bill includes all government fees. TV Taxes and Fees includes an FCC fee and payments required under Altice's

franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.  
**Service Information**  
For immediate closed captioning issues, contact us: 844-551-5862 (phone), 866-721-7595 (fax) or [closedcaption@suddenlink.com](mailto:closedcaption@suddenlink.com). Written closed captioning complaints should be mailed to Altice USA, Attn: Marian O'Hagan, 200 Jericho Quadrangle, Jericho, NY 11753. Programming subject to change, see [suddenlink.com/contractrenewals](https://suddenlink.com/contractrenewals) for details. If you have a complaint about your cable service, you can contact customer service at the following phone number: 877-317-5003.

Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: May 05, 2020

Total Amount Due: \$100.70

Amount Enclosed \$ [REDACTED]

Make checks payable to Suddenlink.

000-04-20-B-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary	
Billing Period 05/04/20 - 06/03/20	Due Date May 27, 2020
Previous Balance & Payments	
Balance Last Statement	\$100.70
Payment(s) Received By 04/28/2020	\$0.00
Remaining Balance	\$100.70
New Charges	\$210.70
Total Amount Due	\$311.40
(Please pay the past due amount of \$88.65 immediately to avoid service disruption)	

What Changed

- Service added/removed from account.
- Charged/credited for one time activity.

- ☐ Sign up now for paperless billing at [suddenlink.com/paperless](https://suddenlink.com/paperless)
- ☐ Sign up now for automatic payments at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details			
BALANCE LAST STATEMENT			\$ 100.70
CURRENT MONTHLY CHARGES	Retail	Savings	You Pay
Internet			
05/04 -06/03	Internet	89.99	34.99
	Internet 1 Gig		50.00
Total Current Monthly Charges			\$ 84.99
PARTIAL MONTH ACTIVITY			
Charge/credit(s) for services added/removed prior to this billing period.			
04/08 -05/03	HD Receiver(s)		-9.53
Total Partial Month Activity			-\$ 9.53
ONE TIME ACTIVITY			
Charges that vary monthly based on your account activity.			
04/08	Service Call Fee		120.00
04/08	Billing Credit		-1.47
Total One Time Activity			\$118.53
TAXES, FEES & OTHER CHARGES			
TV			
04/08	Sales Tax		6.63
04/08	Franchise Fee		5.52
Internet			
05/04 -06/03	Sales Tax		0.06
Other Charges			
05/04 -06/03	Network Enhancement Fee		3.50

continued on back

Ways to Pay

Pay your bill, upgrade your services and manage your account at **suddenlink.net**

Additional options:

**EZ Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
168 Great Teays Blvd Suite 7  
Scott Depot, WV 25560

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

Please turn over for payment.



200 JERICHO QUADRANGLE  
JERICHO NY 11753-2701

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Welcome to Suddenlink.

Get the most from your services, starting right now at [help.suddenlink.com](https://help.suddenlink.com)



CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$311.40

Account Details...continued		
TAXES, FEES & OTHER CHARGES		
Other Charges		
05/04 -06/03	Paper Bill Convenience Fee	1.00
Total Taxes, Fees & Other Charges		\$ 16.71
Total Amount Due		\$311.40

Suddenlink Updates

**Just a reminder, we have not received your payment.** If you have already paid your bill, kindly disregard this message. If not, please remit full payment immediately to continue receiving service and to avoid unnecessary fees. If the past due amount is not received by the pay by date on this bill, you will be charged a late fee. Please note that all equipment received at installation is the property of Suddenlink and must be returned if service is disconnected.

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [suddenlink.net/myaccount](https://suddenlink.net/myaccount).

<b>Payment Information</b> Please allow up to 3 days to process your payment once it is received. Payment of your bill confirms your acceptance of the Residential Services Agreement, viewable at <a href="https://suddenlink.com/terms-policy">suddenlink.com/terms-policy</a> . By sending your check to us as payment, you authorize us either to use info from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. If your bank returns your check unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a> .	discounts subject to change or discontinuance at any time. Service cancellations are effective on the last day of the then current billing period. For more details, visit <a href="https://suddenlink.com/agreement">suddenlink.com/agreement</a> . Payment is due by the date indicated on the front of your bill. A late fee up to \$10 will be assessed when payment is not received by that date. Late fee rates can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a> . You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections. Your monthly bill includes all government fees. TV Taxes and Fees includes an FCC fee and payments required under Altice's	franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change. <b>Service Information</b> For immediate closed captioning issues, contact us: 844-551-5862 (phone), 866-721-7595 (fax) or <a href="mailto:closedcaption@suddenlink.com">closedcaption@suddenlink.com</a> . Written closed captioning complaints should be mailed to Altice USA, Attn: Marian O'Hagan, 200 Jericho Quadrangle, Jericho, NY 11753. Programming subject to change, see <a href="https://suddenlink.com/contractrenewals">suddenlink.com/contractrenewals</a> for details. If you have a complaint about your cable service, you can contact customer service at the following phone number: 877-317-5003.
<b>Billing Information</b> You're billed each month in advance for the next month's services. Rates and special		

Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Past Due **Please Pay Now:** \$88.65

Due By **May 27, 2020:** \$222.75

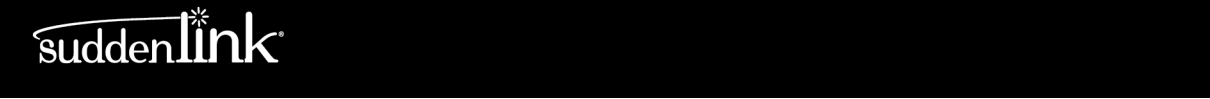
Total Amount Due: \$311.40

Amount Enclosed \$

Make checks payable to Suddenlink.

030-04-20-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary	
Billing Period 06/04/20 - 07/03/20	Due Date June 27, 2020
<b>Previous Balance &amp; Payments</b>	
Balance Last Statement	\$311.40
Payment(s) Received By 05/27/2020	-\$188.65
<b>Past Due Amount</b>	<b>\$122.75</b>
<b>New Charges</b>	<b>\$89.55</b>
<b>Total Amount Due</b>	<b>\$212.30</b>
(Please pay the past due amount of <b>\$122.75</b> immediately to avoid service disruption)	

- ☐ Sign up now for paperless billing at [suddenlink.com/paperless](https://suddenlink.com/paperless)
- ☐ Sign up now for automatic payments at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				311.40
PAYMENTS				
05/18	Credit Card Pymt			-188.65
	Previous Balance			\$122.75
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
06/04 -07/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig			50.00
	Total Current Monthly Charges			\$ 84.99
TAXES, FEES & OTHER CHARGES				
	Internet			
06/04 -07/03	Sales Tax			0.06
Other Charges				
06/04 -07/03	Network Enhancement Fee			3.50
	Paper Bill Convenience Fee			1.00
	Total Taxes, Fees & Other Charges			\$ 4.56
	Total Amount Due			\$212.30

Ways to Pay

Pay your bill, upgrade your services and manage your account at **suddenlink.net**

Additional options:

@

**EZ Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

📱

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

🏠

**In Person**  
168 Great Teays Blvd Suite 7  
Scott Depot, WV 25560

📞

**Phone**  
1.866.659.2861

✉️

**Mail**  
Detach the remit below and send it with your payment

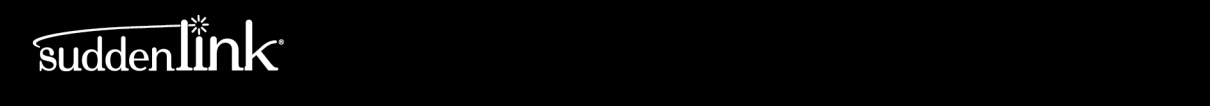
↩ Please turn over for payment. ↩



200 JERICHO QUADRANGLE  
JERICHO NY 11753-2701  
**CHANGE SERVICE REQUESTED**  
  
#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]





CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$212.30

Account Details...continued

Stay connected with

Suddenlink's Altice Mobile

Limited Time Offer

\$20 /mo.

+ Unlimited data, talk & text

+ 99% nationwide coverage

alticemobile.com

Suddenlink Updates

**Just a reminder, we have not received your payment.** If you have already paid your bill, kindly disregard this message. If not, please remit full payment immediately to continue receiving service and to avoid unnecessary fees. If the past due amount is not received by the pay by date on this bill, you will be charged a late fee. Please note that all equipment received at installation is the property of Suddenlink and must be returned if service is disconnected.

Suddenlink's Altice Mobile is keeping you connected. For a limited time, get unlimited data, talk & text on a nationwide network with 99% coverage for just \$20/mo. Visit [alticemobile.com](http://alticemobile.com) to get this limited time offer.

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [suddenlink.net/myaccount](http://suddenlink.net/myaccount).

Payment Information

Please allow up to 3 days to process your payment once it is received. Payment of your bill confirms your acceptance of the Residential Services Agreement, viewable at [suddenlink.com/terms-policy](http://suddenlink.com/terms-policy). By sending your check to us as payment, you authorize us either to use info from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. If your bank returns your check unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at [suddenlink.com/rates](http://suddenlink.com/rates).

Billing Information

You're billed each month in advance for the next month's services. Rates and special

discounts subject to change or discontinuance at any time. Service cancellations are effective on the last day of the then current billing period. For more details, visit [suddenlink.com/agreement](http://suddenlink.com/agreement). Payment is due by the date indicated on the front of your bill. A late fee up to \$10 will be assessed when payment is not received by that date. Late fee rates can be found at [suddenlink.com/rates](http://suddenlink.com/rates). You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections. Your monthly bill includes all government fees. TV Taxes and Fees includes an FCC fee and payments required under Altice's

franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.

**Service Information**

For immediate closed captioning issues, contact us: 844-551-5862 (phone), 866-721-7595 (fax) or [closedcaption@suddenlink.com](mailto:closedcaption@suddenlink.com). Written closed captioning complaints should be mailed to Altice USA, Attn: Marian O'Hagan, 200 Jericho Quadrangle, Jericho, NY 11753. Programming subject to change, see [suddenlink.com/contractrenewals](http://suddenlink.com/contractrenewals) for details. If you have a complaint about your cable service, you can contact customer service at the following phone number: 877-317-5003.

Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Past Due **Please Pay Now:** \$122.75

Due By **June 27, 2023:** \$89.55

Total Amount Due: \$212.30

Amount Enclosed \$

Make checks payable to Suddenlink.

030-05-20-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340





Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
07/04/20 - 08/03/20	July 27, 2020	\$91.55
Previous Balance & Payments		\$0.00
Balance Last Statement		\$212.30
Payment(s) Received By 06/27/2020		-\$212.30
New Charges		\$91.55
Total Amount Due		\$91.55

What Changed	
• Charged/credited for one time activity.	

- ☐ Sign up now for paperless billing at [suddenlink.com/paperless](https://suddenlink.com/paperless)
- ☐ Sign up now for automatic payments at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				212.30
PAYMENTS				
06/27	Credit Card Pymt			-212.30
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES		Retail	Savings	You Pay
	Internet			
07/04 -08/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig			50.00
	Total Current Monthly Charges			\$ 84.99
ONE TIME ACTIVITY				
Charges that vary monthly based on your account activity.				
05/30	Late Fee			2.00
	Total One Time Activity			\$ 2.00
TAXES, FEES & OTHER CHARGES				
	Internet			
07/04 -08/03	Sales Tax			0.06
	Other Charges			
07/04 -08/03	Network Enhancement Fee			3.50
	Paper Bill Convenience Fee			1.00
	Total Taxes, Fees & Other Charges			\$ 4.56
	Total Amount Due			\$ 91.55

Ways to Pay

Pay your bill, upgrade your services and manage your account at **suddenlink.net**

Additional options:

**EZ Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
168 Great Teays Blvd Suite 7  
Scott Depot, WV 25560

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

Please turn over for payment.



200 JERICHO QUADRANGLE  
JERICHO NY 11753-2701

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]


Welcome to Suddenlink.

Get the most from your services, starting right now at [help.suddenlink.com](https://help.suddenlink.com)



CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$91.55

Account Details...continued



# Moving?

Get a special offer for being a great Suddenlink customer.

Call 855.761.7120 today!

Suddenlink Updates

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [suddenlink.net/myaccount](https://suddenlink.net/myaccount).

Payment Information

Please allow up to 3 days to process your payment once it is received. Payment of your bill confirms your acceptance of the Residential Services Agreement, viewable at [suddenlink.com/terms-policy](https://suddenlink.com/terms-policy). By sending your check to us as payment, you authorize us either to use info from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. If your bank returns your check unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at [suddenlink.com/rates](https://suddenlink.com/rates).

**Billing Information**

You're billed each month in advance for the next month's services. Rates and special

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franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.

**Service Information**

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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: July 27, 2020

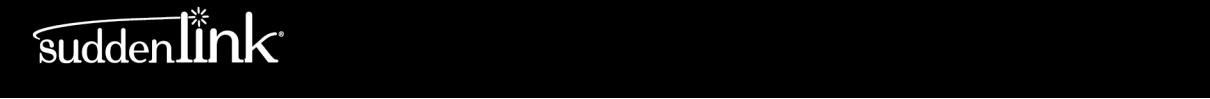
Total Amount Due: \$91.55

Amount Enclosed \$

Make checks payable to Suddenlink.

000-06-20-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
08/04/20 - 09/03/20	August 27, 2020	\$89.55
Previous Balance & Payments		\$0.00
Balance Last Statement		\$91.55
Payment(s) Received By 07/28/2020		-\$91.55
New Charges		\$89.55
Total Amount Due		\$89.55

- ☐ Sign up now for Paperless Billing at [suddenlink.com/paperless](https://suddenlink.com/paperless)
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				91.55
PAYMENTS				
07/24	Credit Card Pymt			-91.55
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES		Retail	Savings	You Pay
	Internet			
08/04 -09/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig			50.00
	Total Current Monthly Charges			\$84.99
TAXES, FEES & OTHER CHARGES				
	Internet			
08/04 -09/03	Sales Tax			0.06
	Other Charges			
08/04 -09/03	Network Enhancement Fee			3.50
	Paper Bill Convenience Fee			1.00
	Total Taxes, Fees & Other Charges			\$ 4.56
	Total Amount Due			\$89.55

Ways to Pay

Pay your bill, upgrade your services and manage your account at **suddenlink.net**

Additional options:

**Auto Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵



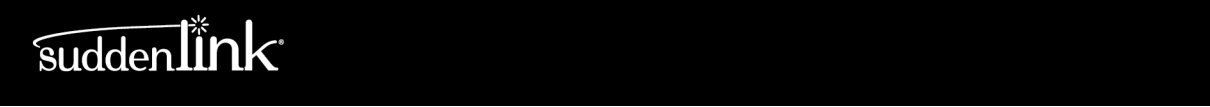
200 JERICO QUADRANGLE  
JERICO NY 11753-2701

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]







**CHERI EDENS**  
Account Number: [REDACTED]  
Total Amount Due: **\$89.55**

**Account Details...continued**


If you've got questions, we've got answers.



Search FAQs and watch tutorials



Help and answers  
Chat with us online at [suddenlink.com/contact-us/live-chat](https://suddenlink.com/contact-us/live-chat)



Suddenlink Support App  
Download at [suddenlink.com/apps](https://suddenlink.com/apps) and manage your account right from your mobile device

Learn more at [help.suddenlink.com](https://help.suddenlink.com)

**Suddenlink Updates**

Stingray's Urban Beats (Channel 906) is now Hip-Hop/R&B, Today's Latin Pop (Channel 936) is now Exitos del Momento, Latino Urbana (Channel 937) is now Ritmos Latinos, The Light (Channel 935) is now Christian Pop & Rock, and Latino Tropical (Channel 939) is now Exitos Tropicales.

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<p><b>Payment Information</b></p> <p>Please allow up to 3 days to process your payment once it is received. Payment of your bill confirms your acceptance of the Residential Services Agreement, viewable at <a href="https://suddenlink.com/terms-policy">suddenlink.com/terms-policy</a>.</p> <p>By sending your check to us as payment, you authorize us either to use info from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. If your bank returns your check unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>.</p> <p><b>Billing Information</b></p> <p>You're billed each month in advance for the next month's services. Rates and special</p>	<p>discounts subject to change or discontinuance at any time. Service cancellations are effective on the last day of the then current billing period. For more details, visit <a href="https://suddenlink.com/agreement">suddenlink.com/agreement</a>. Payment is due by the date indicated on the front of your bill. A late fee up to \$10 will be assessed when payment is not received by that date. Late fee rates can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>. You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections. Your monthly bill includes all government fees. TV Taxes and Fees includes an FCC fee and payments required under Altice's</p>	<p>franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.</p> <p><b>Service Information</b></p> <p>For immediate closed captioning issues, contact us: 844-551-5862 (phone), 866-721-7595 (fax) or <a href="mailto:closedcaption@suddenlink.com">closedcaption@suddenlink.com</a>. Written closed captioning complaints should be mailed to Altice USA, Attn: Marian O'Hagan, 200 Jericho Quadrangle, Jericho, NY 11753. Programming subject to change, see <a href="https://suddenlink.com/contractrenewals">suddenlink.com/contractrenewals</a> for details. If you have a complaint about your cable service, you can contact customer service at the following phone number: 877-317-5003.</p>
--	--	--

Please return this section with your payment. Be sure the address below is in the return envelope window.



**Mailing Your Payment**

Account Number: [REDACTED]

Payment Due Date: **August 27, 2020**

Total Amount Due: **\$89.55**

Amount Enclosed \$

Make checks payable to Suddenlink.

000-07-20-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
09/04/20 - 10/03/20	September 27, 2020	\$153.15
Previous Balance & Payments		\$0.00
Balance Last Statement		\$89.55
Payment(s) Received By 08/28/2020		-\$89.55
New Charges		\$153.15
Total Amount Due		\$153.15

What Changed	
• Charged/credited for one time activity.	

- ☐ Sign up now for Paperless Billing at [suddenlink.com/paperless](https://suddenlink.com/paperless)
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				89.55
PAYMENTS				
08/08	Credit Card Pymt			-89.55
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
		Retail	Savings	You Pay
Internet				
09/04 -10/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig			50.00
	Total Current Monthly Charges			\$ 84.99
ONE TIME ACTIVITY				
Charges that vary monthly based on your account activity.				
08/16	Service Call Fee			60.00
	Total One Time Activity			\$ 60.00
TAXES, FEES & OTHER CHARGES				
Internet				
09/04 -10/03	Sales Tax			3.66
Other Charges				
09/04 -10/03	Network Enhancement Fee			3.50
	Paper Bill Convenience Fee			1.00
	Total Taxes, Fees & Other Charges			\$ 8.16
	Total Amount Due			\$153.15

Ways to Pay

Pay your bill, upgrade your services and manage your account at **suddenlink.net**

Additional options:

**Auto Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵



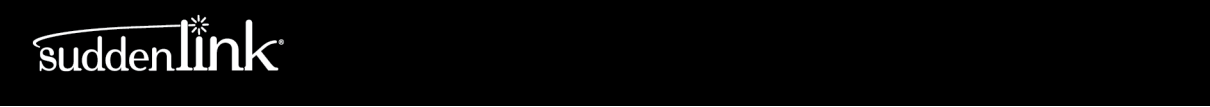
200 JERICHO QUADRANGLE  
JERICHO NY 11753-2701  
CHANGE SERVICE REQUESTED  
  
#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Welcome to Suddenlink.

Get the most from your services, starting right now at [help.suddenlink.com](https://help.suddenlink.com)





**CHERI EDENS**  
Account Number: [REDACTED]  
Total Amount Due: **\$153.15**

**Account Details...continued**

# Watch your shows, when you want.

Catch tons of prime time shows from your favorite networks along with music videos and more. It's included at no extra cost with your Suddenlink TV service.

ON DEMAND

Just go to Channel 1 or press the 'On Demand' button on your remote.

**Suddenlink Updates**

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [suddenlink.net/myaccount](https://suddenlink.net/myaccount).

<p><b>Payment Information</b></p> <p>Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at <a href="https://suddenlink.com/terms-policy">suddenlink.com/terms-policy</a>.</p> <p>Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>.</p> <p><b>Billing Information</b></p> <p>You're billed each month in advance for the next month's services. Rates and special</p>	<p>discounts subject to change or discontinuance. Service cancellations are effective on the last day of the then current billing period. For more details, visit <a href="https://suddenlink.com/agreement">suddenlink.com/agreement</a>. You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>. You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections.</p> <p>Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and payments required under Altice's franchise</p>	<p>agreement to support public, educational or government channels. Taxes and Fees are subject to change.</p> <p><b>Service Information</b></p> <p>For immediate closed captioning issues, contact us: 844-551-5862 (phone), 866-721-7595 (fax) or <a href="mailto:closedcaption@suddenlink.com">closedcaption@suddenlink.com</a>. Mail written closed captioning complaints to Altice USA, Attn: Marian O'Hagan, 200 Jericho Quadrangle, Jericho, NY 11753. Programming subject to change, see <a href="https://suddenlink.com/contractrenewals">suddenlink.com/contractrenewals</a> for details. If you have a complaint about your cable service, contact customer service at 877-317-5003.</p>
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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: **September 27, 2020**

Total Amount Due: **\$153.15**

Amount Enclosed \$

Make checks payable to Suddenlink.

000-08-20-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary	
Billing Period 10/04/20 - 11/03/20	Due Date October 27, 2020
<b>Previous Balance &amp; Payments</b>	
Balance Last Statement	\$153.15
Payment(s) Received By 09/28/2020	-\$93.15
<b>Past Due Amount</b>	<b>\$60.00</b>
<b>New Charges</b>	<b>\$104.87</b>
<b>Total Amount Due</b>	<b>\$164.87</b>
(Please pay the past due amount of <b>\$60.00</b> immediately to avoid service disruption)	

What Changed
• Service added/removed from account.

- ☐ Sign up now for Paperless Billing at [suddenlink.com/paperless](https://suddenlink.com/paperless)
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				153.15
PAYMENTS				
09/18	Credit Card Pymt			-93.15
	Previous Balance			\$ 60.00
CURRENT MONTHLY CHARGES				
		Retail	Savings	You Pay
Internet				
10/04 -11/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig			50.00
Other Services				
10/04 -11/03	Safeguard			6.99
	Total Current Monthly Charges			\$ 91.98
PARTIAL MONTH ACTIVITY				
Charge/credit(s) for services added/removed prior to this billing period.				
09/02 -10/03	Safeguard			7.46
	Total Partial Month Activity			\$ 7.46
TAXES, FEES & OTHER CHARGES				
Internet				
10/04 -11/03	Sales Tax			0.06
Other Services				
10/04 -11/03	Sales Tax			0.87
Other Charges				
10/04 -11/03	Network Enhancement Fee			3.50
	Paper Bill Convenience Fee			1.00
	Total Taxes, Fees & Other Charges			\$ 5.43
	Total Amount Due			\$164.87

Ways to Pay

Pay your bill, upgrade your services and manage your account at **suddenlink.net**

Additional options:

**Auto Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

Please turn over for payment.

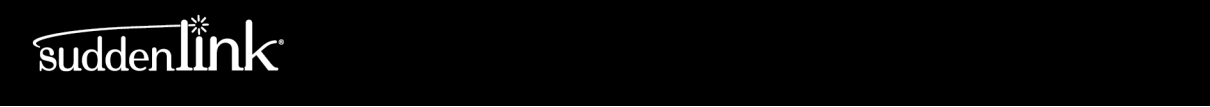


200 JERICHO QUADRANGLE  
JERICHO NY 11753-2701  
CHANGE SERVICE REQUESTED  
  
#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Welcome to Suddenlink.

Get the most from your services, starting right now at [help.suddenlink.com](https://help.suddenlink.com)



CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$164.87

Account Details...continued

2020

Hispanic Heritage Month

Enter by

10.31.20

Hispanic Heritage

Essay Contest

Middle and high school students can enter now for a chance to win a **\$1,500 scholarship** and other great prizes.

Learn more at [suddenlink.com/hhm](https://suddenlink.com/hhm)

Suddenlink Updates

**Just a reminder, we have not received your payment.** If you have already paid your bill, kindly disregard this message. If not, please remit full payment immediately to continue receiving service and to avoid unnecessary fees. If the past due amount is not received by the pay by date on this bill, you will be charged a late fee. Please note that all equipment received at installation is the property of Suddenlink and must be returned if service is disconnected.

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [suddenlink.net/myaccount](https://suddenlink.net/myaccount).

<b>Payment Information</b> Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at <a href="https://suddenlink.com/terms-policy">suddenlink.com/terms-policy</a> . Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a> .	discounts subject to change or discontinuance. Service cancellations are effective on the last day of the then current billing period. For more details, visit <a href="https://suddenlink.com/agreement">suddenlink.com/agreement</a> . You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a> . You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections. Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and payments required under Altice's franchise	agreement to support public, educational or government channels. Taxes and Fees are subject to change. <b>Service Information</b> For immediate closed captioning issues, contact us: 844-551-5862 (phone), 866-721-7595 (fax) or <a href="mailto:closedcaption@suddenlink.com">closedcaption@suddenlink.com</a> . Mail written closed captioning complaints to Altice USA, Attn: Marian O'Hagan, 200 Jericho Quadrangle, Jericho, NY 11753. Programming subject to change, see <a href="https://suddenlink.com/contractrenewals">suddenlink.com/contractrenewals</a> for details. If you have a complaint about your cable service, contact customer service at 877-317-5003.
<b>Billing Information</b> You're billed each month in advance for the next month's services. Rates and special		

Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number:

[REDACTED]

Past Due

Please Pay Now:

\$60.00

Due By

October 27, 2020:

\$104.87

Total Amount Due:

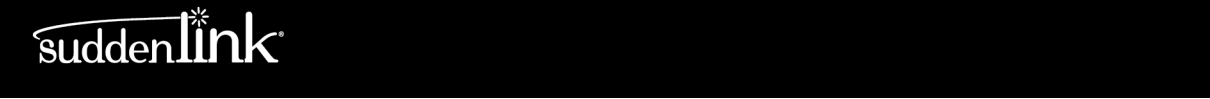
\$164.87

Amount Enclosed \$

Make checks payable to Suddenlink.

030-09-20-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
11/04/20 - 12/03/20	November 27, 2020	\$107.56
Previous Balance & Payments		-\$2.00
Balance Last Statement		\$164.87
Payment(s) Received By 10/28/2020		-\$166.87
New Charges		\$109.56
Total Amount Due		\$107.56

What Changed

- Charged/credited for one time activity.

- ☐ Sign up now for Paperless Billing at [suddenlink.com/paperless](https://suddenlink.com/paperless)
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				164.87
PAYMENTS				
10/17	Credit Card Pymt			-166.87
	Previous Balance			-\$ 2.00
CURRENT MONTHLY CHARGES				
		Retail	Savings	You Pay
Internet				
11/04 -12/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig			50.00
10/17	Restore Svc Fee			10.00
Other Services				
11/04 -12/03	Safeguard			6.99
Total Current Monthly Charges				\$101.98
ONE TIME ACTIVITY				
Charges that vary monthly based on your account activity.				
09/30	Late Fee			2.00
Total One Time Activity				\$ 2.00
TAXES, FEES & OTHER CHARGES				
Internet				
11/04 -12/03	Sales Tax			0.66
Other Services				
11/04 -12/03	Sales Tax			0.42
Other Charges				
11/04 -12/03	Network Enhancement Fee			3.50

continued on back

Ways to Pay

Pay your bill, upgrade your services and manage your account at **suddenlink.net**

Additional options:

**Auto Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

Please turn over for payment.



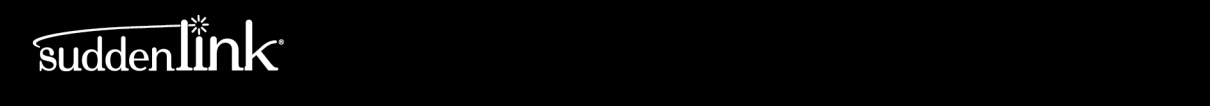
200 JERICHO QUADRANGLE  
JERICHO NY 11753-2701  
CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Create a username  
to access all things  
Suddenlink.

Go to [suddenlink.com/signup](https://suddenlink.com/signup)



**CHERI EDENS**  
Account Number: [REDACTED]  
Total Amount Due: **\$107.56**

Account Details...continued		
TAXES, FEES & OTHER CHARGES		
Other Charges		
11/04 -12/03	Paper Bill Convenience Fee	1.00
Total Taxes, Fees & Other Charges		\$ 5.58
Total Amount Due		\$107.56

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**Payment Information**

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Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at [suddenlink.com/rates](https://suddenlink.com/rates).

**Billing Information**

You're billed each month in advance for the next month's services. Rates and special

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Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and payments required under Altice's franchise

agreement to support public, educational or government channels. Taxes and Fees are subject to change.

**Service Information**

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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: November 27, 2020

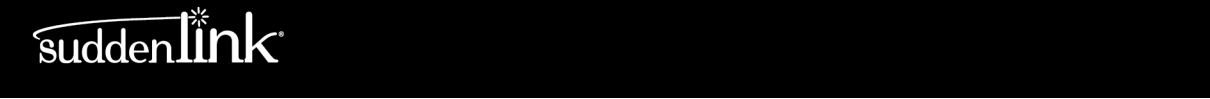
Total Amount Due: \$107.56

Amount Enclosed \$

Make checks payable to Suddenlink.

000-10-20-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
12/04/20 - 01/03/21	December 27, 2020	\$96.96
Previous Balance & Payments		\$0.00
Balance Last Statement		\$107.56
Payment(s) Received By 11/28/2020		-\$107.56
New Charges		\$96.96
Total Amount Due		\$96.96

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- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				107.56
PAYMENTS				
11/13	Credit Card Pymt			-107.56
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
		Retail	Savings	You Pay
Internet				
12/04 -01/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig			50.00
Other Services				
12/04 -01/03	Safeguard			6.99
	Total Current Monthly Charges			\$ 91.98
TAXES, FEES & OTHER CHARGES				
Internet				
12/04 -01/03	Sales Tax			0.06
Other Services				
12/04 -01/03	Sales Tax			0.42
Other Charges				
12/04 -01/03	Network Enhancement Fee			3.50
	Paper Bill Convenience Fee			1.00
	Total Taxes, Fees & Other Charges			\$ 4.98
	Total Amount Due			\$ 96.96

Ways to Pay

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Additional options:

**Auto Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵



200 JERICHO QUADRANGLE  
JERICHO NY 11753-2701  
CHANGE SERVICE REQUESTED  
  
#BWNHGYM  
#PGGABBAFGIGPE3#

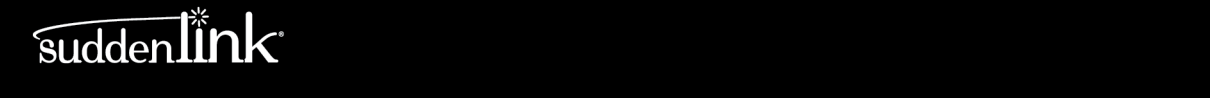
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Every dollar adds up.

Save \$1 when you sign up for Paperless billing.

To learn more visit [suddenlink.com/paperless](https://suddenlink.com/paperless)





CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$96.96

Account Details...continued

# Watch your shows, when you want.

Catch tons of prime time shows from your favorite networks along with music videos and more. It's included at no extra cost with your Suddenlink TV service.

ON DEMAND

Just go to Channel 1 or press the 'On Demand' button on your remote.

Suddenlink Updates

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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: December 27, 2020

Total Amount Due: \$96.96

Amount Enclosed \$

Make checks payable to Suddenlink.

000-11-20-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340

TV Service & Gigabit Internet



Residential Service & Equipment Rates\*

Effective September 2020

TV Services and Packages	per month
Local Broadcast (Broadcast Basic)	\$34.99
Standard Cable (Expanded Basic) <sup>1</sup>	\$50.00
Suddenlink Core <sup>2</sup>	\$79.99
Suddenlink Value <sup>3</sup>	\$84.99
Suddenlink Select <sup>4</sup>	\$104.99
Suddenlink Premier <sup>5</sup>	\$129.99
Family Package <sup>6</sup>	\$10.00
Movie Package <sup>8</sup>	\$10.00
Sports & Information Package <sup>8</sup>	\$10.00
Sports Plus Package <sup>7</sup>	\$5.00
Conexión Única <sup>9</sup>	\$10.00
HD Plus <sup>8</sup>	\$8.00
Inspiration Tier <sup>10</sup>	\$7.00
Economy Tier <sup>11</sup>	\$35.00
Broadcast Station Surcharge <sup>12</sup>	\$15.00
Sports Programming Surcharge <sup>13</sup>	\$6.65

Premium Channels <sup>1</sup>	per month
HBO Max <sup>41</sup>	\$19.00
Cinemax <sup>1</sup>	\$17.00
Showtime/The Movie Channel <sup>1</sup>	\$17.00
Starz/Encore <sup>1</sup>	\$17.00

Pay-Per-View and On Demand	per month
New Release, Adult Movies, Events	varies
Hustler SVOD	\$29.99
Falcon SVOD	\$29.99
Pay-Per-View	varies

DVR Services	per month
Cloud DVR <sup>35</sup>	\$9.99
Cloud DVR Plus <sup>35</sup>	\$17.99
Cloud DVR Max <sup>35</sup>	\$21.99

Internet Services	per month
Internet 20 <sup>15</sup>	\$59.99
Internet 100 <sup>16</sup>	\$89.99
Internet 200 <sup>17</sup>	\$10.00 add'l
Internet 400 <sup>18</sup>	\$30.00 add'l
1 Gig Internet <sup>19</sup>	\$50.00 add'l
Altice Advantage Internet <sup>14</sup>	\$14.99
Additional 50 GB Data <sup>20</sup>	\$15.00
Network Enhancement Fee <sup>37</sup>	\$3.50

Phone Services <sup>34</sup>	per month
Telephone Service Only	\$50.95
Second Line Service Fee	\$19.95
Listed Telephone Number	no charge
Non-Listed Telephone Number	\$6.50
Non-Published Telephone Number	\$6.50
Voice Mail	\$5.00

Equipment & Extras	per month
Altice One <sup>34</sup>	\$20.00
Altice One Mini <sup>34</sup>	\$10.00
Standard Digital Receiver	\$11.00
High Definition (HD) Receiver	\$11.00
HD/DVR Receiver/Service	\$17.00
Cable Card	\$2.50
TiVo Receiver <sup>34</sup>	\$17.00
TiVo Mini <sup>34</sup>	\$11.00
TiVo Stream <sup>34</sup>	\$10.00
Docsis Modem	\$10.00
Wireless Gateway	\$10.00
WiFi Xtender <sup>34</sup>	\$3.00
WiFi @ Home <sup>34</sup>	\$10.00
HD DigitaLink	\$5.00
Apple TV (One Time Purchase) <sup>36</sup>	\$180.00
Amplify	\$15.00
Safeguard (Wire Maintenance)	\$6.99

Unreturned Equipment Fees	per each
Altice One <sup>34</sup>	\$212.00
Altice One Mini <sup>34</sup>	\$132.00
Standard Digital Receiver	\$185.00
High Definition (HD) Receiver	\$185.00
HD/DVR Receiver	\$345.00
Remote Control (Non-Altice One)	\$5.00
Altice One Remote Control <sup>34</sup>	\$12.00
Cable Card	\$100.00
TiVo Receiver <sup>34</sup>	\$185.00
TiVo DVR Receiver <sup>34</sup>	\$345.00
TiVo Mini <sup>34</sup>	\$150.00
TiVo Stream <sup>34</sup>	\$150.00
Docsis Modem	\$100.00
MTA - Phone Modem	\$100.00
Wireless Modem	\$100.00

Unreturned Equipment Fees	per each
Wireless Router	\$80.00
Ubee 1326 Gateway <sup>34</sup>	\$130.00
Ubee 1322 Gateway <sup>34</sup>	\$110.00
Ubee 1319 Gateway <sup>34</sup>	\$80.00
WiFi Xtender <sup>34</sup>	\$75.00
HD DigitaLink	\$50.00
Amplify	\$399.00

Installation, Services & Other Charges	
Standard Installation	\$99.00
Premium Installation	\$149.00
Account Change	\$25.00
Directory Listing Change	\$10.00
Telephone Reconnect	\$20.00
Telephone Service Call	\$50.00
Activation Fee	\$40.00
Reconnect Service	\$40.00
Upgrade Service	\$25.00
WiFi Installation	\$40.00
Modem Swap Fee	\$25.00
1st Outlet - New Install	\$25.00
Each Additional Outlet	\$25.00
Wall Fish	\$65.00
Field Collection Fee	\$20.00
Collection Fee	\$20.00
Payment Processing Fee	\$10.00
Late Payment Fee <sup>39</sup>	\$10.00
Returned Payment Charge <sup>40</sup>	\$30.00
Paper Statement Fee	\$1.00
Restore Product (1-2 products)	\$10.00
Restore Product (3 products)	\$15.00
Service Call/Hourly Service Charge	\$60.00
Missed Service Appointment	\$60.00
Premier Protection & Support <sup>34</sup>	\$19.99
Home Entertainment Protection & Support <sup>34</sup>	\$9.99
Premier Technical Support <sup>34</sup>	\$17.99

Security Services	
Suddenlink Security	\$50.00
Add On Products	varies

\* All product availability varies by area. Please call for most up-to-date offerings in your area.

1 Requires subscription to Local Broadcast. Not available in all areas.

2 Includes Local Broadcast. Not available in all areas.

3 Content is Local Broadcast plus Standard Cable. Not available in all areas.

4 Content is Local Broadcast, Standard Cable, Family Package, and Movie Package. Not available in all areas.

5 Content is Local Broadcast, Standard Cable, Family Package, Movie Package, Sports & Information Package, and HBO Max. Not available in all areas.

6 Requires subscription to Standard Cable/Suddenlink Value or higher. May be called "Variety Package." Not available in all areas.

7 Requires subscription to Sports & Information Package. Not available in all areas.

8 Requires subscription to Standard Cable/Suddenlink Value or higher. Not available in all areas.

9 Requires subscription to Local Broadcast or higher. Not available in all areas.

10 Only available in North Carolina, not available to new customers.

11 Not available to new customers. Not available in all areas.

12 Applies to all customers with TV Service.

13 Applies to Standard Cable/Suddenlink Core customers and up.

14 Altice Advantage Internet has download speeds up to 30 Mbps and upload speeds up to 3 Mbps. Not available in all areas. Subject to eligibility requirements.

15 Internet 20 has download speeds up to 20 Mbps and upload speeds up to 2 Mbps. Data cap of 150 GB applies. Not available in all areas.

16 Internet 100 has download speeds up to 100 Mbps and upload speeds up to 7.5 Mbps. Data cap of 250 GB applies. Not available in all areas.

17 Additional fee added to Internet 100 pricing. Internet 200 has download speeds up to 200 Mbps and upload speeds up to 20 Mbps. Data cap of 350 GB applies. Not available in all areas.

18 Additional fee added to Internet 100 pricing. Internet 400 has download speeds up to 400 Mbps and upload speeds up to 40 Mbps. Not available in all areas.

19 Additional fee added to Internet 100 pricing. 1 Gig Internet has download speeds up to 940 Mbps and upload speeds up to 50 Mbps. Not available in all areas.

20 Additional 50GB of data at \$15.00 charge automatically added to account if initial data cap, or any previously applied data add on amount is exceeded. Applies to Internet 20 (data cap of 150 GB), Internet 100 (data cap of 250 GB), and Internet 200 (data cap of 350 GB).

34 Not available in all areas.

35 Requires Altice One, not available in all areas.

36 Requires video service and Altice One/Mini STB. Not available in all markets.

37 Applies to all customers with Internet service, with the exception of customers on Altice Advantage Internet.

39 Late Payment Fee is \$10.00 unless otherwise noted: \$2.00 in West Virginia, \$4.75 in California, \$5.00 in Kansas, and \$6.00 in Oklahoma.

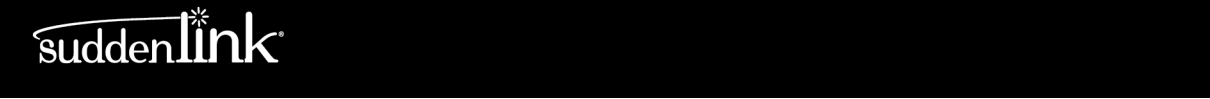
40 Fee may vary by area.

41 Requires subscription to Local Broadcast. Not available in all areas. HBO Max includes HBO Channels, HBO On Demand, and access to the HBO Max app.

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 We're here to help. Learn more at [help.suddenlink.com](https://help.suddenlink.com)





Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
01/04/21 - 02/03/21	January 27, 2021	\$96.96
Previous Balance & Payments		\$0.00
Balance Last Statement		\$96.96
Payment(s) Received By 12/28/2020		-\$96.96
New Charges		\$96.96
Total Amount Due		\$96.96

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				96.96
PAYMENTS				
12/24	Credit Card Pymt			-96.96
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES		Retail	Savings	You Pay
	Internet			
01/04 -02/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig			50.00
	Other Services			
01/04 -02/03	Safeguard			6.99
	Total Current Monthly Charges			\$91.98
TAXES, FEES & OTHER CHARGES				
	Internet			
01/04 -02/03	Sales Tax			0.06
	Other Services			
01/04 -02/03	Sales Tax			0.42
	Other Charges			
01/04 -02/03	Network Enhancement Fee			3.50
	Paper Bill Convenience Fee			1.00
	Total Taxes, Fees & Other Charges			\$ 4.98
	Total Amount Due			\$96.96

Ways to Pay

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Additional options:

**Auto Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵

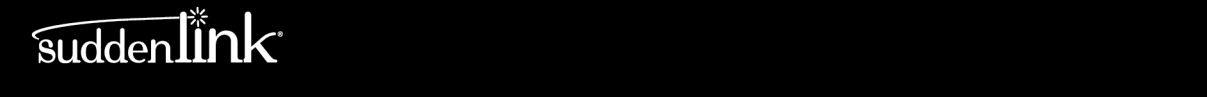


200 JERICO QUADRANGLE  
JERICO NY 11753-2701  
CHANGE SERVICE REQUESTED  
  
#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

You've got questions.  
We've got answers.

"Message Us" at  
[suddenlink.com/chat](https://suddenlink.com/chat)



CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$96.96

Account Details...continued

# Watch your shows, when you want.

Catch tons of prime time shows from your favorite networks along with music videos and more. It's included at no extra cost with your Suddenlink TV service.

ON DEMAND

Just go to Channel 1 or press the 'On Demand' button on your remote.

Suddenlink Updates

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [suddenlink.net/myaccount](https://suddenlink.net/myaccount).

<p><b>Payment Information</b></p> <p>Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at <a href="https://suddenlink.com/terms-policy">suddenlink.com/terms-policy</a>.</p> <p>Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>.</p> <p><b>Billing Information</b></p> <p>You're billed each month in advance for the next month's services. Rates subject to change or discontinuance. Service</p>	<p>cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit <a href="https://suddenlink.com/agreement">suddenlink.com/agreement</a>. You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>. You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections.</p> <p>Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and</p>	<p>payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.</p> <p><b>Service Information</b></p> <p>For immediate closed captioning issues, contact us: 844-551-5862 (phone), 866-721-7595 (fax) or <a href="mailto:closedcaption@suddenlink.com">closedcaption@suddenlink.com</a>. Mail written closed captioning complaints to Altice USA, Attn: Ahmed Fayed, 1111 Stewart Avenue, Bethpage, NY 11714. Programming subject to change, see <a href="https://suddenlink.com/contractrenewals">suddenlink.com/contractrenewals</a> for details. If you have a complaint about your cable service, contact customer service at 877-317-5003.</p>
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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: January 27, 2021

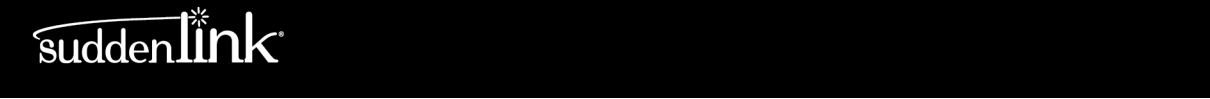
Total Amount Due: \$96.96

Amount Enclosed \$

Make checks payable to Suddenlink.

000-12-20-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
02/04/21 - 03/03/21	February 27, 2021	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$96.96
Payment(s) Received By 01/28/2021		-\$96.96
New Charges		\$95.90
Total Amount Due		\$95.90

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				96.96
PAYMENTS				
01/22	Credit Card Pymt			-96.96
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES		Retail	Savings	You Pay
	Internet			
02/04 -03/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig			50.00
	Other Services			
02/04 -03/03	Safeguard			6.99
	Total Current Monthly Charges			\$91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
02/04 -03/03	Sales Tax			0.42
	Other Charges			
02/04 -03/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$95.90

Ways to Pay

Pay your bill, upgrade your services and manage your account at **suddenlink.net**

Additional options:

**Auto Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵



200 JERICO QUADRANGLE  
JERICO NY 11753-2701  
CHANGE SERVICE REQUESTED  
  
#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

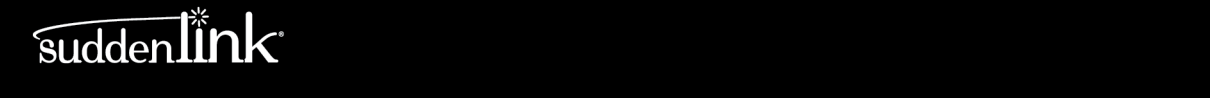
Get  
Altice Mobile

1 plan. 3 data sizes.  
No strings attached.

Starting at  
\$14/mo. per line.

Visit [alticemobile.com](https://alticemobile.com)





CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.90

Account Details...continued

# Feel the freedom of Altice Mobile

1 GB

3 GB

Unlimited GB

## 1 plan. 3 data sizes. No strings attached.

### Starting at \$14/mo. per line.

Visit [alticemobile.com](http://alticemobile.com)

Unlimited GB: data speeds reduced after 20GB.

Suddenlink Updates

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [suddenlink.net/myaccount](http://suddenlink.net/myaccount).

<p><b>Payment Information</b></p> <p>Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at <a href="http://suddenlink.com/terms-policy">suddenlink.com/terms-policy</a>.</p> <p>Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at <a href="http://suddenlink.com/rates">suddenlink.com/rates</a>.</p> <p><b>Billing Information</b></p> <p>You're billed each month in advance for the next month's services. Rates subject to change or discontinuance. Service</p>	<p>cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit <a href="http://suddenlink.com/agreement">suddenlink.com/agreement</a>. You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at <a href="http://suddenlink.com/rates">suddenlink.com/rates</a>. You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections.</p> <p>Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and</p>	<p>payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.</p> <p><b>Service Information</b></p> <p>For immediate closed captioning issues, contact us: 844-551-5862 (phone), 866-721-7595 (fax) or <a href="mailto:closedcaption@suddenlink.com">closedcaption@suddenlink.com</a>. Mail written closed captioning complaints to Altice USA, Attn: Ahmed Fayed, 1111 Stewart Avenue, Bethpage, NY 11714. Programming subject to change, see <a href="http://suddenlink.com/contractrenewals">suddenlink.com/contractrenewals</a> for details. If you have a complaint about your cable service, contact customer service at 877-317-5003.</p>
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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: February 27, 2021

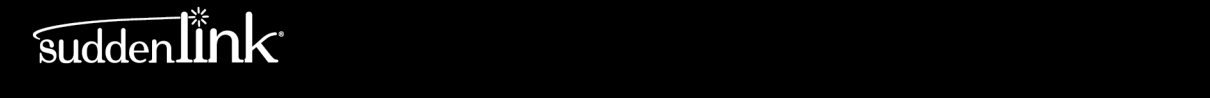
Total Amount Due: \$95.90

Amount Enclosed \$

Make checks payable to Suddenlink.

000-01-21-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
03/04/21 - 04/03/21	March 27, 2021	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 02/27/2021		-\$95.90
New Charges		\$95.90
Total Amount Due		\$95.90

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
02/20	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
03/04 -04/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig			50.00
	Other Services			
03/04 -04/03	Safeguard			6.99
	Total Current Monthly Charges			\$91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
03/04 -04/03	Sales Tax			0.42
	Other Charges			
03/04 -04/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$95.90

Ways to Pay

Pay your bill, upgrade your services and manage your account at **suddenlink.net**

Additional options:

**Auto Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵

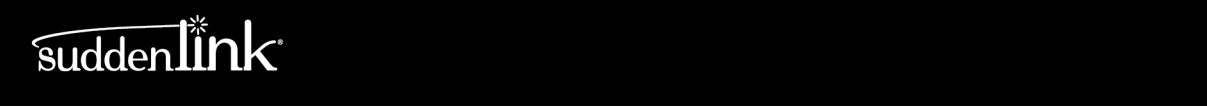


200 JERICO QUADRANGLE  
JERICO NY 11753-2701  
CHANGE SERVICE REQUESTED  
  
#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Easily manage your account with the **Suddenlink Support App.**

Download at [suddenlink.com/supportapp](https://suddenlink.com/supportapp)



**CHERI EDENS**  
Account Number: [REDACTED]  
Total Amount Due: **\$95.90**

**Account Details...continued**



# Moving?

Get a special offer for being a great Suddenlink customer.

**Call 855.761.7120 today!**

**Suddenlink Updates**

Beginning February 2, Decades will be available to customers in Broadcast Basic and above at no additional cost. Decades can be found on Channel 124 and will showcase classic TV sitcoms from the 1950s through the early 1990s.

Starting May 4, customers will no longer be able to create new Suddenlink email addresses. Active email addresses created prior to that date will continue to be supported.

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [suddenlink.net/myaccount](https://suddenlink.net/myaccount).

<p><b>Payment Information</b></p> <p>Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at <a href="https://suddenlink.com/terms-policy">suddenlink.com/terms-policy</a>.</p> <p>Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>.</p> <p><b>Billing Information</b></p> <p>You're billed each month in advance for the next month's services. Rates subject to change or discontinuance. Service</p>	<p>cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit <a href="https://suddenlink.com/agreement">suddenlink.com/agreement</a>. You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>. You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections.</p> <p>Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and</p>	<p>payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.</p> <p><b>Service Information</b></p> <p>For immediate closed captioning issues, contact us: 844-551-5862 (phone), 866-721-7595 (fax) or <a href="mailto:closedcaption@suddenlink.com">closedcaption@suddenlink.com</a>. Mail written closed captioning complaints to Altice USA, Attn: Ahmed Fayed, 1111 Stewart Avenue, Bethpage, NY 11714. Programming subject to change, see <a href="https://suddenlink.com/contractrenewals">suddenlink.com/contractrenewals</a> for details. If you have a complaint about your cable service, contact customer service at 877-317-5003.</p>
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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: **March 27, 2021**

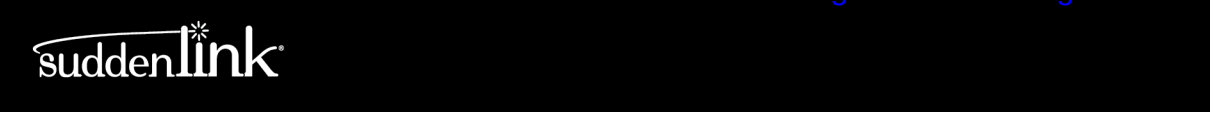
Total Amount Due: **\$95.90**

Amount Enclosed \$

Make checks payable to Suddenlink.

000-02-21-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
04/04/21 - 05/03/21	April 27, 2021	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 03/29/2021		-\$95.90
New Charges		\$95.90
Total Amount Due		\$95.90

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
03/19	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
04/04 -05/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig Add-On			50.00
	Other Services			
04/04 -05/03	Safeguard			6.99
	Total Current Monthly Charges			\$91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
04/04 -05/03	Sales Tax			0.42
	Other Charges			
04/04 -05/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$95.90

Ways to Pay

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Additional options:

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Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵

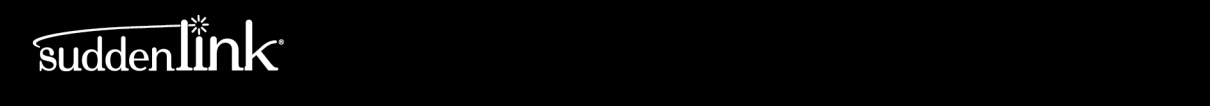


200 JERICO QUADRANGLE  
JERICO NY 11753-2701  
CHANGE SERVICE REQUESTED  
  
#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

You've got questions.  
We've got answers.

For help, visit  
[suddenlink.com/chat](https://suddenlink.com/chat)



CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.90

Account Details...continued

### Your mobile service shouldn't be complicated

Get Suddenlink's Altice Mobile

Starting at

\$14

/mo. per line

Plus taxes & fees



Other terms and conditions apply; see [alticemobile.com/plan](http://alticemobile.com/plan) for plan details.

- + No multi-line commitment
- + The price you see, is the price you get



Suddenlink Updates

Starting May 4, customers will no longer be able to create new Suddenlink email addresses. Active email addresses created prior to that date will continue to be supported.

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Payment Information

Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at [suddenlink.com/terms-policy](http://suddenlink.com/terms-policy). Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at [suddenlink.com/rates](http://suddenlink.com/rates).

Billing Information

You're billed each month in advance for the next month's services. Rates subject to change or discontinuance. Service

cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit [suddenlink.com/agreement](http://suddenlink.com/agreement). You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at [suddenlink.com/rates](http://suddenlink.com/rates). You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections. Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and

payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.

**Service Information**

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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: April 27, 2021

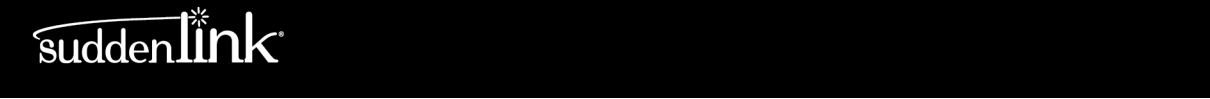
Total Amount Due: \$95.90

Amount Enclosed \$

Make checks payable to Suddenlink.

000-03-21-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary	
Billing Period 05/04/21 - 06/03/21	Due Date May 27, 2021
<b>Previous Balance &amp; Payments</b>	
Balance Last Statement	\$95.90
Payment(s) Received By 04/28/2021	\$0.00
<b>Past Due Amount</b>	<b>\$95.90</b>
<b>New Charges</b>	<b>\$95.90</b>
<b>Total Amount Due</b>	<b>\$191.80</b>
(Please pay the past due amount of <b>\$95.90</b> immediately to avoid service disruption)	

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details			
BALANCE LAST STATEMENT			\$ 95.90
CURRENT MONTHLY CHARGES	Retail	Savings	You Pay
<b>Internet</b>			
05/04 -06/03	Internet	89.99	34.99
	Internet 1 Gig Add-On	-55.00	50.00
<b>Other Services</b>			
05/04 -06/03	Safeguard		6.99
<b>Total Current Monthly Charges</b>			<b>\$ 91.98</b>
<b>TAXES, FEES &amp; OTHER CHARGES</b>			
<b>Other Services</b>			
05/04 -06/03	Sales Tax		0.42
<b>Other Charges</b>			
05/04 -06/03	Network Enhancement Fee		3.50
<b>Total Taxes, Fees &amp; Other Charges</b>			<b>\$ 3.92</b>
<b>Total Amount Due</b>			<b>\$191.80</b>

Ways to Pay

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Additional options:

**Auto Pay**  
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**Support App**  
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**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵



200 JERICO QUADRANGLE  
JERICO NY 11753-2701

CHANGE SERVICE REQUESTED

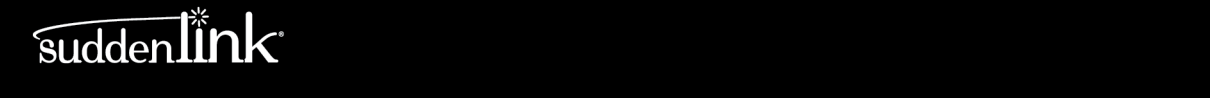
#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

You've got questions.  
We've got answers.

For help, visit  
[suddenlink.com/chat](https://suddenlink.com/chat)







CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$191.80

Account Details...continued


If you've got questions, we've got answers.



Search FAQs and watch tutorials



Help and answers  
Chat with us online at [suddenlink.com/contact-us/live-chat](https://suddenlink.com/contact-us/live-chat)



Suddenlink Support App  
Download at [suddenlink.com/apps](https://suddenlink.com/apps) and manage your account right from your mobile device

Learn more at [help.suddenlink.com](https://help.suddenlink.com)

Suddenlink Updates

**Just a reminder, we have not received your payment.** If you have already paid your bill, kindly disregard this message. If not, please remit full payment immediately to continue receiving service and to avoid unnecessary fees. If the past due amount is not received by the pay by date on this bill, you will be charged a late fee. Please note that all equipment received at installation is the property of Suddenlink and must be returned if service is disconnected.

Starting May 4, customers will no longer be able to create new Suddenlink email addresses. Active email addresses created prior to that date will continue to be supported.

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [suddenlink.net/myaccount](https://suddenlink.net/myaccount).

<p><b>Payment Information</b></p> <p>Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at <a href="https://suddenlink.com/terms-policy">suddenlink.com/terms-policy</a>.</p> <p>Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>.</p> <p><b>Billing Information</b></p> <p>You're billed each month in advance for the next month's services. Rates subject to change or discontinuance. Service</p>	<p>cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit <a href="https://suddenlink.com/agreement">suddenlink.com/agreement</a>. You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>. You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections.</p> <p>Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and</p>	<p>payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.</p> <p><b>Service Information</b></p> <p>For immediate closed captioning issues, contact us: 844-551-5862 (phone), 866-721-7595 (fax) or <a href="mailto:closedcaption@suddenlink.com">closedcaption@suddenlink.com</a>. Mail written closed captioning complaints to Altice USA, Attn: Ahmed Fayed, 1111 Stewart Avenue, Bethpage, NY 11714. Programming subject to change, see <a href="https://suddenlink.com/contractrenewals">suddenlink.com/contractrenewals</a> for details. If you have a complaint about your cable service, contact customer service at 877-317-5003.</p>
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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

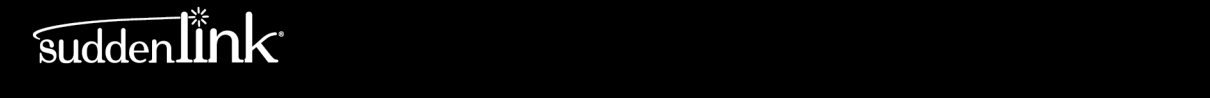
Account Number:	[REDACTED]
Past Due <b>Please Pay Now:</b>	\$95.90
Due By <b>May 27, 2021:</b>	\$95.90
Total Amount Due:	\$191.80

Amount Enclosed \$

Make checks payable to Suddenlink.

030-04-21-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary	
Billing Period 06/04/21 - 07/03/21	Due Date June 27, 2021
Previous Balance & Payments	
Balance Last Statement	\$191.80
Payment(s) Received By 05/28/2021	-\$95.90
Past Due Amount	\$95.90
New Charges	\$95.90
Total Amount Due	\$191.80
(Please pay the past due amount of \$95.90 immediately to avoid service disruption)	

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				191.80
PAYMENTS				
04/30	Credit Card Pymt			-95.90
	Previous Balance			\$ 95.90
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
06/04 -07/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig Add-On			50.00
	Other Services			
06/04 -07/03	Safeguard			6.99
	Total Current Monthly Charges			\$ 91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
06/04 -07/03	Sales Tax			0.42
	Other Charges			
06/04 -07/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$191.80

Ways to Pay

Pay your bill, upgrade your services and manage your account at **suddenlink.net**

Additional options:

**Auto Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

**Support App**  
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**In Person**  
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**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵

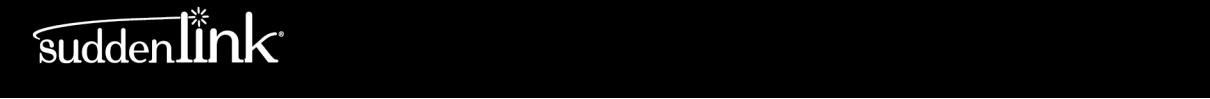


200 JERICO QUADRANGLE  
JERICO NY 11753-2701  
CHANGE SERVICE REQUESTED  
  
#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

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[suddenlink.com/chat](https://suddenlink.com/chat)



**CHERI EDENS**  
Account Number: [REDACTED]  
Total Amount Due: **\$191.80**

PAGE 2 OF 2

**Account Details...continued**



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Find out more about our exclusive deals on Internet & TV for our loyal customers.



**Call 855.761.7120 today!**

**Suddenlink Updates**

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**Please return this section with your payment. Be sure the address below is in the return envelope window.**



Mailing Your Payment

Account Number: [REDACTED]

Past Due **Please Pay Now:** \$95.90

Due By **June 27, 2021:** \$95.90

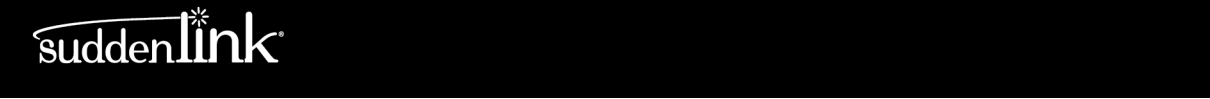
Total Amount Due: \$191.80

Amount Enclosed \$

Make checks payable to Suddenlink.

030-05-21-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
07/04/21 - 08/03/21	July 27, 2021	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$191.80
Payment(s) Received By 06/28/2021		-\$191.80
New Charges		\$95.90
Total Amount Due		\$95.90

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Account Details				
BALANCE LAST STATEMENT				191.80
PAYMENTS				
06/25	Credit Card Pymt			-191.80
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES		Retail	Savings	You Pay
	Internet			
07/04 -08/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig Add-On			50.00
	Other Services			
07/04 -08/03	Safeguard			6.99
	Total Current Monthly Charges			\$ 91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
07/04 -08/03	Sales Tax			0.42
	Other Charges			
07/04 -08/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$ 95.90

Ways to Pay

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**Support App**  
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**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵

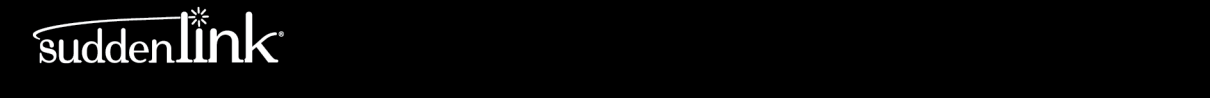


200 JERICO QUADRANGLE  
JERICO NY 11753-2701  
CHANGE SERVICE REQUESTED  
  
#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

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We've got answers.

For help, visit  
[suddenlink.com/chat](https://suddenlink.com/chat)



**CHERI EDENS**  
Account Number: [REDACTED]  
Total Amount Due: **\$95.90**

**Account Details...continued**



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---	--	--

Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: July 27, 2021

Total Amount Due: \$95.90

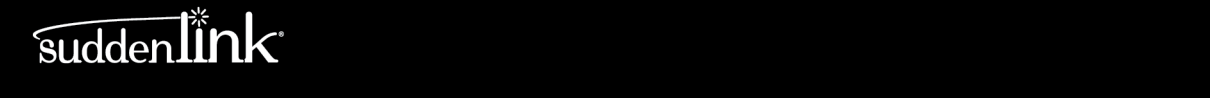
Amount Enclosed \$

Make checks payable to Suddenlink.

000-06-21-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340





Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
08/04/21 - 09/03/21	August 27, 2021	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 07/28/2021		-\$95.90
New Charges		\$95.90
Total Amount Due		\$95.90

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- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
07/22	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
08/04 -09/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig Add-On			50.00
	Other Services			
08/04 -09/03	Safeguard			6.99
	Total Current Monthly Charges			\$91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
08/04 -09/03	Sales Tax			0.42
	Other Charges			
08/04 -09/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$95.90

Ways to Pay

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**Support App**  
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**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵



1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

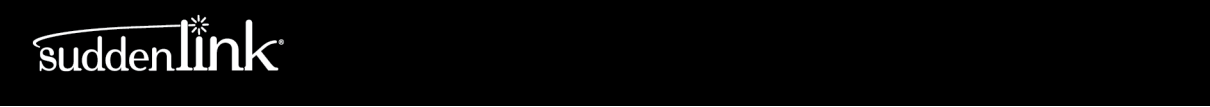
CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

To message us,  
scan with your  
phone's camera.







CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.90

Account Details...continued


If you've got questions, we've got answers.



Search FAQs and watch tutorials



Help and answers  
Chat with us online at [suddenlink.com/contact-us/live-chat](https://suddenlink.com/contact-us/live-chat)



Suddenlink Support App  
Download at [suddenlink.com/apps](https://suddenlink.com/apps) and manage your account right from your mobile device

Learn more at [help.suddenlink.com](https://help.suddenlink.com)

Suddenlink Updates

Starting June 25, 2021, Suddenlink customers will have access to additional Gray Media owned stations in select lineups.

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [suddenlink.net/myaccount](https://suddenlink.net/myaccount).

<p><b>Payment Information</b></p> <p>Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at <a href="https://suddenlink.com/terms-policy">suddenlink.com/terms-policy</a>.</p> <p>Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>.</p> <p><b>Billing Information</b></p> <p>You're billed each month in advance for the next month's services. Rates subject to change or discontinuance. Service</p>	<p>cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit <a href="https://suddenlink.com/agreement">suddenlink.com/agreement</a>. You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>. You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections.</p> <p>Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and</p>	<p>payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.</p> <p><b>Service Information</b></p> <p>For immediate closed captioning issues, contact us: 844-551-5862 (phone), 866-721-7595 (fax) or <a href="mailto:closedcaption@suddenlink.com">closedcaption@suddenlink.com</a>. Mail written closed captioning complaints to Altice USA, Attn: Ahmed Fayed, 1111 Stewart Avenue, Bethpage, NY 11714. Programming subject to change, see <a href="https://suddenlink.com/contractrenewals">suddenlink.com/contractrenewals</a> for details. If you have a complaint about your cable service, contact customer service at 877-317-5003.</p>
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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: **August 27, 2021**

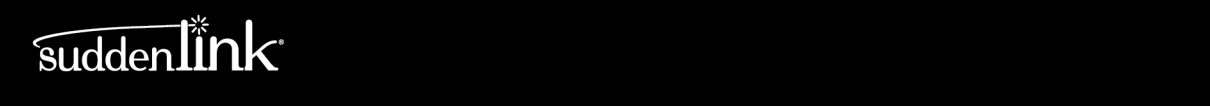
Total Amount Due: **\$95.90**

Amount Enclosed \$

Make checks payable to Suddenlink.

000-07-21-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
09/04/21 - 10/03/21	September 27, 2021	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 08/28/2021		-\$95.90
New Charges		\$95.90
Total Amount Due		\$95.90

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
08/21	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
09/04 -10/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig Add-On			50.00
	Other Services			
09/04 -10/03	Safeguard			6.99
	Total Current Monthly Charges			\$91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
09/04 -10/03	Sales Tax			0.42
	Other Charges			
09/04 -10/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$95.90

Ways to Pay

Pay your bill, upgrade your services and manage your account at **suddenlink.net**

Additional options:

**Auto Pay**  
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**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵



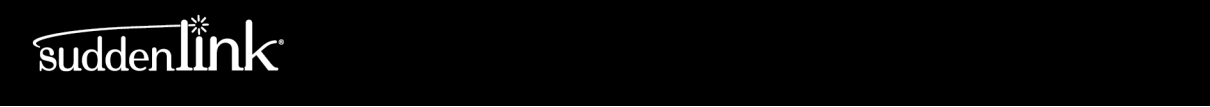
1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

To message us,  
scan with your  
phone's camera.



**CHERI EDENS**  
Account Number: [REDACTED]  
Total Amount Due: **\$95.90**

**Account Details...continued**



**We're ready for storm season, are you?**  
Sign up for text messaging alerts today.



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**Suddenlink Updates**

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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: September 27, 2021

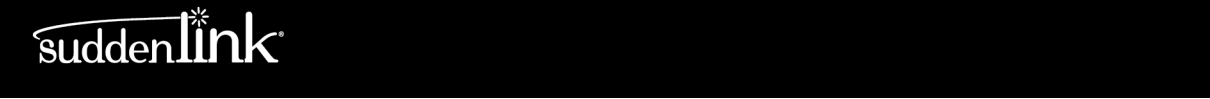
Total Amount Due: \$95.90

Amount Enclosed \$

Make checks payable to Suddenlink.

000-08-21-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
10/04/21 - 11/03/21	October 27, 2021	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 09/28/2021		-\$95.90
New Charges		\$95.90
Total Amount Due		\$95.90

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Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
09/17	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
10/04 -11/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig Add-On			50.00
	Other Services			
10/04 -11/03	Safeguard			6.99
	Total Current Monthly Charges			\$91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
10/04 -11/03	Sales Tax			0.42
	Other Charges			
10/04 -11/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$95.90

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**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵



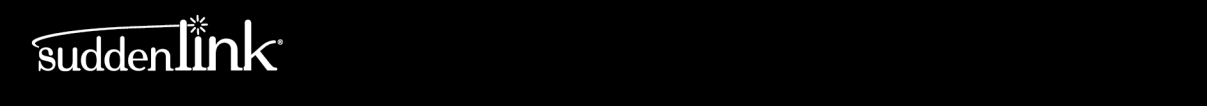
1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]


To message us,  
scan with your  
phone's camera.




CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.90

Account Details...continued

# Bigger bars, smaller bills.



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Suddenlink Updates

As of June 18, 2021, Fox College Sports Atlantic, Central and Pacific is now Stadium College Sports Atlantic, Central and Pacific. Check your local listings for the channel numbers and tune in. Stadium College Sports (SCS) is a set of three national college sports networks, SCS Atlantic, SCS Central and SCS Pacific, providing daily college and high school sports programming.

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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: **October 27, 2021**

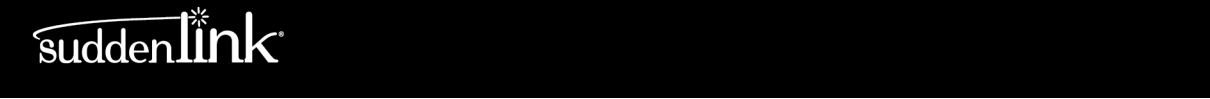
Total Amount Due: **\$95.90**

Amount Enclosed \$

Make checks payable to Suddenlink.

000-09-21-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
11/04/21 - 12/03/21	November 27, 2021	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 10/28/2021		-\$95.90
New Charges		\$95.90
Total Amount Due		\$95.90

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Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
10/28	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
11/04 -12/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig Add-On			50.00
	Other Services			
11/04 -12/03	Safeguard			6.99
	Total Current Monthly Charges			\$91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
11/04 -12/03	Sales Tax			0.42
	Other Charges			
11/04 -12/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$95.90

Ways to Pay

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Additional options:

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**In Person**  
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**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

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BETHPAGE NY 11714-3581

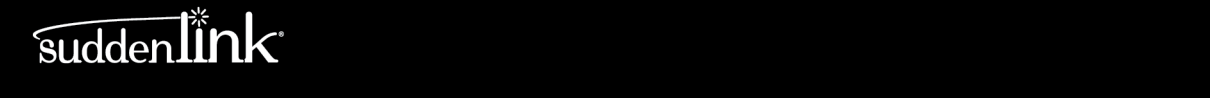
CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

To message us,  
scan with your  
phone's camera.







CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.90

Account Details...continued


If you've got questions, we've got answers.



Search FAQs and watch tutorials



Help and answers  
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Suddenlink Support App  
Download at [suddenlink.com/apps](https://suddenlink.com/apps) and manage your account right from your mobile device

Learn more at [help.suddenlink.com](https://help.suddenlink.com)

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**Mailing Your Payment**

Account Number: [REDACTED]

Payment Due Date: **November 27, 2021**

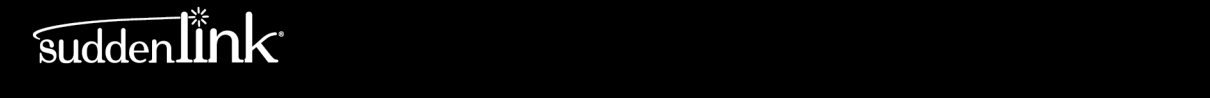
Total Amount Due: **\$95.90**

Amount Enclosed \$

Make checks payable to Suddenlink.

000-10-21-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
12/04/21 - 01/03/22	December 27, 2021	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 11/28/2021		-\$95.90
New Charges		\$95.90
Total Amount Due		\$95.90

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Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
11/12	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
12/04 -01/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig Add-On			50.00
	Other Services			
12/04 -01/03	Safeguard			6.99
	Total Current Monthly Charges			\$91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
12/04 -01/03	Sales Tax			0.42
	Other Charges			
12/04 -01/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$95.90

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**Phone**  
1.866.659.2861

**Mail**  
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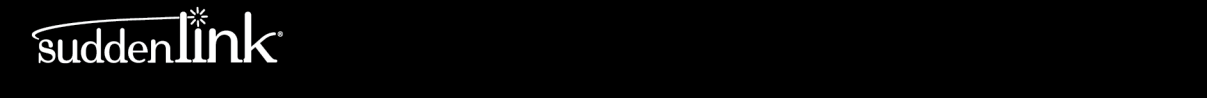
1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]


To message us,  
scan with your  
phone's camera.




CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.90

Account Details...continued


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Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: **December 27, 2021**

Total Amount Due: **\$95.90**

Amount Enclosed \$

Make checks payable to Suddenlink.

000-11-21-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340

TV Service & Gigabit Internet Market



Residential Service & Equipment Rates\*

Effective October 2021

TV Services and Packages per month

Local Broadcast (Broadcast Basic)	\$50.00
Standard Cable (Expanded Basic) <sup>1</sup>	\$60.00
Suddenlink Core <sup>2</sup>	\$105.00
Suddenlink Value <sup>3</sup>	\$110.00
Suddenlink Select <sup>4</sup>	\$130.00
Suddenlink Premier <sup>5</sup>	\$155.00
Cable Guide	\$3.99
Family Package <sup>6</sup>	\$10.00
Movie Package <sup>8</sup>	\$10.00
Sports & Information Package <sup>8</sup>	\$15.00
Sports Plus Package <sup>7</sup>	\$5.00
Conexión Única <sup>9</sup>	\$15.00
Broadcast Station Programming Surcharge <sup>43</sup>	\$15.00
Sports Programming Surcharge <sup>43</sup>	\$6.65

Premium Channels per month

HBO Max <sup>41</sup>	\$19.00
Cinemax <sup>1</sup>	\$17.00
Showtime/The Movie Channel <sup>1</sup>	\$17.00
Starz & Starz Encore <sup>1</sup>	\$17.00

Pay-Per-View and On Demand per month

New Release, Adult Movies, Events <sup>10</sup>	varies
Hustler SVOD <sup>10, 34</sup>	\$29.99
Falcon SVOD <sup>10, 34</sup>	\$29.99
Pay-Per-View	varies

DVR Services per month

Cloud DVR <sup>35</sup>	\$9.99
Cloud DVR Plus <sup>35</sup>	\$17.99
Cloud DVR Max <sup>35</sup>	\$21.99

Internet Services<sup>21</sup> per month

Internet 20 <sup>15</sup>	\$59.99
Internet 100 <sup>16</sup>	\$89.99
Internet 200 <sup>17</sup>	\$99.99
Internet 400	\$119.99
1 Gig Internet	\$139.99
Optimum Advantage Internet <sup>21</sup>	\$14.99
Additional 50 GB Data <sup>20</sup>	\$15.00
Unlimited Data Allowance	\$10.00
Network Enhancement Fee <sup>27</sup>	\$3.50

Phone Services<sup>34</sup> per month

Telephone Service Only	\$50.95
Second Line Service Fee	\$19.95
Listed Telephone Number	no charge
Non-Listed Telephone Number	\$6.50
Non-Published Telephone Number	\$6.50
Voice Mail	\$5.00

Equipment & Extras per month

Altice One <sup>34</sup>	\$20.00
Altice One Mini <sup>34</sup>	\$10.00
Standard Digital Receiver	\$11.00
High Definition (HD) Receiver	\$11.00
HD/DVR Receiver/Service	\$17.00
Cable Card	\$2.50
TiVo Receiver <sup>34</sup>	\$17.00
TiVo Mini <sup>34</sup>	\$11.00
TiVo Stream <sup>34</sup>	\$10.00
Docsis Modem	\$10.00
Wireless Gateway	\$10.00
Xtend <sup>34</sup>	\$3.00
HD DigitaLink <sup>34</sup>	\$5.00
Apple TV (One Time Purchase) <sup>36</sup>	\$180.00
Amplify	\$15.00
Suddenlink Stream <sup>YY</sup>	\$5.00
Safeguard (Wire Maintenance)	\$6.99
Cable Guide <sup>34</sup>	\$3.99

Unreturned Equipment Fees per each

Altice One <sup>34</sup>	\$212.00
Altice One Mini <sup>34</sup>	\$132.00
Standard Digital Receiver	\$185.00
High Definition (HD) Receiver	\$185.00
HD/DVR Receiver	\$345.00
Remote Control (Non-Altice One)	\$5.00
Altice One Remote Control <sup>34</sup>	\$12.00
Cable Card	\$100.00
TiVo Receiver <sup>34</sup>	\$185.00
TiVo DVR Receiver <sup>34</sup>	\$345.00
TiVo Mini <sup>34</sup>	\$150.00
TiVo Stream <sup>34</sup>	\$150.00
Docsis Modem	\$100.00
MTA - Phone Modem	\$100.00
Wireless Modem	\$100.00

Unreturned Equipment Fees per each

Wireless Router	\$80.00
Ubee 1326 (Gateway 6) <sup>34</sup>	\$130.00
Ubee 1322 (Gateway 5) <sup>34</sup>	\$110.00
Ubee 1319 (Gateway 4) <sup>34</sup>	\$80.00
Xtend <sup>34</sup>	\$75.00
HD DigitaLink <sup>34</sup>	\$50.00
Amplify	\$399.00
Suddenlink Stream <sup>YY</sup>	\$70.00

Installation, Services & Other Charges

Standard Installation	\$99.00
Premium Installation	\$149.00
Account Change	\$25.00
Directory Listing Change	\$10.00
Telephone Reconnect	\$20.00
Telephone Service Call	\$50.00
Activation Fee	\$40.00
Reconnect Service	\$40.00
Upgrade Service	\$25.00
WiFi Installation	\$40.00
Modem Swap Fee	\$25.00
1st Outlet – New Install	\$25.00
Each Additional Outlet	\$25.00
Wall Fish	\$65.00
Field Collection Fee	\$20.00
Collection Fee	\$20.00
Payment Processing Fee	\$10.00
Late Payment Fee <sup>39</sup>	\$10.00
Returned Payment Charge <sup>40</sup>	\$30.00
Paper Statement Fee	\$1.00
Restore Product (1-2 products)	\$10.00
Restore Product (3 products)	\$15.00
Service Call/Hourly Service Charge	\$60.00
Missed Service Appointment	\$60.00
Premier Protection & Support <sup>34</sup>	\$19.99
Home Entertainment Protection & Support <sup>34</sup>	\$9.99
Premier Technical Support <sup>34</sup>	\$17.99

Security Services

Suddenlink Security <sup>34</sup>	\$50.00
Add On Products	varies

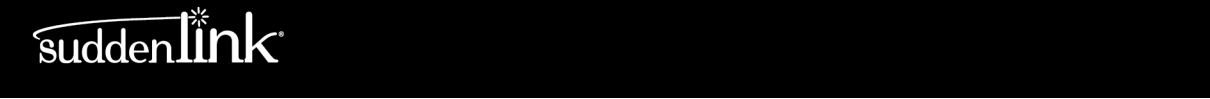
- \* All product availability varies by area. Please call for most up-to-date offerings in your area.
- YY Not available for Suddenlink TV subscribers. Not available in all areas.
- 1 Requires subscription to Local Broadcast. Not available in all areas.
- 2 Includes Local Broadcast. Not available in all areas.
- 3 Content is Local Broadcast plus Standard Cable. Not available in all areas.
- 4 Content is Local Broadcast, Standard Cable, Family Package, and Movie Package. Not available in all areas.
- 5 Content is Local Broadcast, Standard Cable, Family Package, Movie Package, Sports & Information Package, and HBO Max. Not available in all areas.
- 7 Requires subscription to Sports & Information Package. Not available in all areas.
- 8 Requires subscription to Standard Cable/Suddenlink Value or higher. Not available in all areas.
- 9 Requires subscription to Local Broadcast or higher. Not available in all areas.
- 10 Requires Suddenlink cable box and cannot be viewed on HD DigitaLinks.
- 15 Data cap of 150 GB may apply. Sign into suddenlink.net for more information.
- 16 Data cap of 250 GB may apply. Sign into suddenlink.net for more information.
- 17 Data cap of 350 GB may apply. Sign into suddenlink.net for more information.
- 20 Additional 50GB of data, at \$15.00 charge automatically added to account if initial data cap, or any previously applied data add on amount is exceeded. Applies to Internet 20 (data cap of 150 GB), Internet 100 (data cap of 250 GB), and Internet 200 (data cap of 350 GB).
- 21 For full details on current speed offerings, visit suddenlink.com/suddenlink-internet-packages-speed-details. Existing customers may be on different speeds that are no longer offered. Sign into suddenlink.net to see the specific speeds and data caps (if applicable) associated with your package.
- 34 Not available in all areas.
- 35 Requires Altice One, not available in all areas.
- 36 Requires video service and Altice One/Mini STB. Not available in all markets.
- 37 Applies to customers with Internet service. Select offers excluded.
- 39 Late Payment Fee is \$10.00 unless otherwise noted: \$2.00 in West Virginia, \$4.75 in California, \$5.00 in Kansas, and \$6.00 in Oklahoma.
- 40 Fee may vary by area.
- 41 Requires subscription to Local Broadcast. Not available in all areas. HBO Max includes HBO Channels, HBO On Demand, and access to the HBO Max app.
- 43 Does not apply to customers on standard rates as of 9/13/2021.

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We're here to help. Learn more at [help.suddenlink.com](https://help.suddenlink.com)





Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
01/04/22 - 02/03/22	January 27, 2022	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 12/28/2021		-\$95.90
New Charges		\$95.90
Total Amount Due		\$95.90

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
12/26	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
01/04 -02/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig Add-On			50.00
	Other Services			
01/04 -02/03	Safeguard			6.99
	Total Current Monthly Charges			\$91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
01/04 -02/03	Sales Tax			0.42
	Other Charges			
01/04 -02/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$95.90

Ways to Pay

Pay your bill, upgrade your services and manage your account at **suddenlink.net**

Additional options:

**Auto Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵



1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

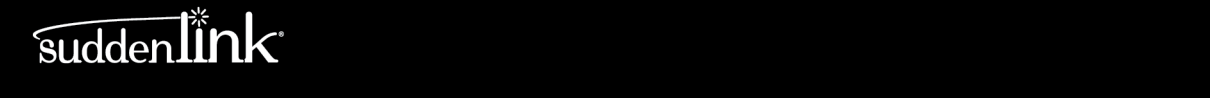
CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

To message us,  
scan with your  
phone's camera.







**CHERI EDENS**  
Account Number: [REDACTED]  
Total Amount Due: **\$95.90**

**Account Details...continued**


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Download at [suddenlink.com/apps](https://suddenlink.com/apps) and manage your account right from your mobile device

Learn more at [help.suddenlink.com](https://help.suddenlink.com)

**Suddenlink Updates**

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**Payment Information**

Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at [suddenlink.com/terms-policy](https://suddenlink.com/terms-policy).  
Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at [suddenlink.com/rates](https://suddenlink.com/rates).

**Billing Information**

You're billed each month in advance for the next month's services. Rates subject to change or discontinuance. Service

cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit [suddenlink.com/agreement](https://suddenlink.com/agreement). You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at [suddenlink.com/rates](https://suddenlink.com/rates). You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections. Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and

payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.

**Service Information**

For immediate closed captioning issues, contact us: 844-551-5862 (phone), 866-721-7595 (fax) or [closedcaption@suddenlink.com](mailto:closedcaption@suddenlink.com). Mail written closed captioning complaints to Altice USA, Attn: Ahmed Fayed, 1111 Stewart Avenue, Bethpage, NY 11714. Programming subject to change, see [suddenlink.com/contractrenewals](https://suddenlink.com/contractrenewals) for details. If you have a complaint about your cable service, contact customer service at 877-317-5003.

Please return this section with your payment. Be sure the address below is in the return envelope window.



**Mailing Your Payment**

Account Number: [REDACTED]

Payment Due Date: **January 27, 2022**

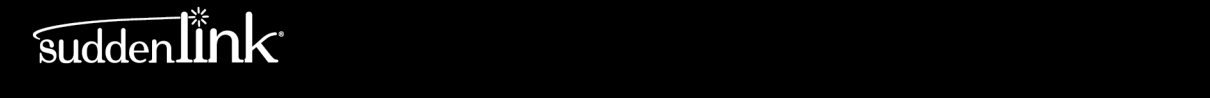
Total Amount Due: **\$95.90**

**Amount Enclosed \$**

Make checks payable to Suddenlink.

000-12-21-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
01/04/22 - 02/03/22	January 27, 2022	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 12/28/2021		-\$95.90
New Charges		\$95.90
Total Amount Due		\$95.90

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Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
12/26	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
01/04 -02/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig Add-On			50.00
	Other Services			
01/04 -02/03	Safeguard			6.99
	Total Current Monthly Charges			\$91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
01/04 -02/03	Sales Tax			0.42
	Other Charges			
01/04 -02/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$95.90

Ways to Pay

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Additional options:

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**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵



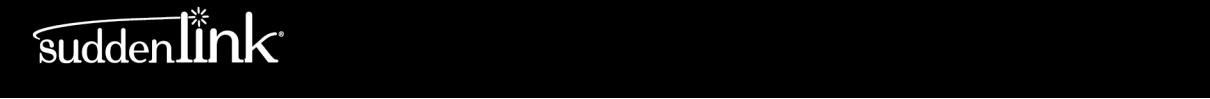
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BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]


To message us,  
scan with your  
phone's camera.




CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.90

Account Details...continued


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Billing Information

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payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.

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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: January 27, 2022

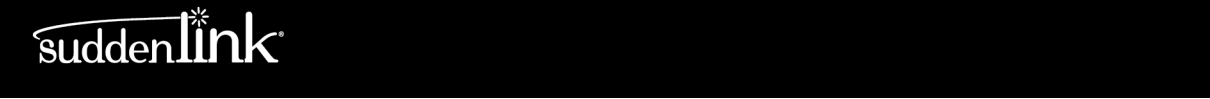
Total Amount Due: \$95.90

Amount Enclosed \$

Make checks payable to Suddenlink.

000-12-21-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
02/04/22 - 03/03/22	February 27, 2022	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 01/28/2022		-\$95.90
New Charges		\$95.90
Total Amount Due		\$95.90

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Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
01/21	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
02/04 -03/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig Add-On			50.00
	Other Services			
02/04 -03/03	Safeguard			6.99
	Total Current Monthly Charges			\$91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
02/04 -03/03	Sales Tax			0.42
	Other Charges			
02/04 -03/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$95.90

Ways to Pay

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Additional options:

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**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
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**Phone**  
1.866.659.2861

**Mail**  
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⤵ Please turn over for payment. ⤵



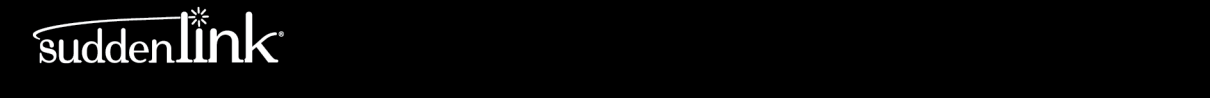
1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

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#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]


To message us,  
scan with your  
phone's camera.




**CHERI EDENS**  
Account Number: [REDACTED]  
Total Amount Due: **\$95.90**

**Account Details...continued**


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Suddenlink Support App  
Download at [suddenlink.com/apps](https://suddenlink.com/apps) and manage your account right from your mobile device

Learn more at [help.suddenlink.com](https://help.suddenlink.com)

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**Payment Information**

Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at [suddenlink.com/terms-policy](https://suddenlink.com/terms-policy). Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at [suddenlink.com/rates](https://suddenlink.com/rates).

**Billing Information**

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cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit [suddenlink.com/agreement](https://suddenlink.com/agreement). You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at [suddenlink.com/rates](https://suddenlink.com/rates). You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections. Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and

payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.  
**Service Information**  
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Please return this section with your payment. Be sure the address below is in the return envelope window.



**Mailing Your Payment**

Account Number: [REDACTED]

Payment Due Date: **February 27, 2022**

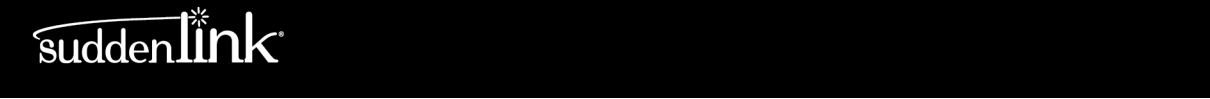
Total Amount Due: **\$95.90**

Amount Enclosed \$

Make checks payable to Suddenlink.

000-01-22-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
03/04/22 - 04/03/22	March 27, 2022	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 02/27/2022		-\$95.90
New Charges		\$95.90
Total Amount Due		\$95.90

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
02/19	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
03/04 -04/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig Add-On			50.00
	Other Services			
03/04 -04/03	Safeguard			6.99
	Total Current Monthly Charges			\$91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
03/04 -04/03	Sales Tax			0.42
	Other Charges			
03/04 -04/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$95.90

Ways to Pay

Pay your bill, upgrade your services and manage your account at **suddenlink.net**

Additional options:

**Auto Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵



1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

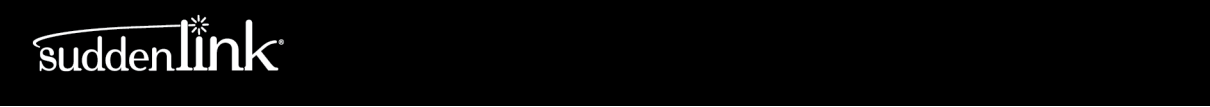
CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

To message us,  
scan with your  
phone's camera.





CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.90

Account Details...continued

If you've got questions, we've got answers.

Search FAQs and watch tutorials

Help and answers  
Chat with us online at [suddenlink.com/contact-us/live-chat](https://suddenlink.com/contact-us/live-chat)

Suddenlink Support App  
Download at [suddenlink.com/apps](https://suddenlink.com/apps) and manage your account right from your mobile device

Learn more at [help.suddenlink.com](https://help.suddenlink.com)

Suddenlink Updates

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<p><b>Payment Information</b></p> <p>Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at <a href="https://suddenlink.com/terms-policy">suddenlink.com/terms-policy</a>.</p> <p>Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>.</p> <p><b>Billing Information</b></p> <p>You're billed each month in advance for the next month's services. Rates subject to change or discontinuance. Service</p>	<p>cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit <a href="https://suddenlink.com/agreement">suddenlink.com/agreement</a>. You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>. You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections. Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and</p>	<p>payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.</p> <p><b>Service Information</b></p> <p>For immediate closed captioning issues, contact us: 844-551-5862 (phone), 866-721-7595 (fax) or <a href="mailto:closedcaption@suddenlink.com">closedcaption@suddenlink.com</a>. Mail written closed captioning complaints to Altice USA, Attn: Ahmed Fayed, 1111 Stewart Avenue, Bethpage, NY 11714. Programming subject to change, see <a href="https://suddenlink.com/contractrenewals">suddenlink.com/contractrenewals</a> for details. If you have a complaint about your cable service, contact customer service at 877-317-5003.</p>
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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: March 27, 2022

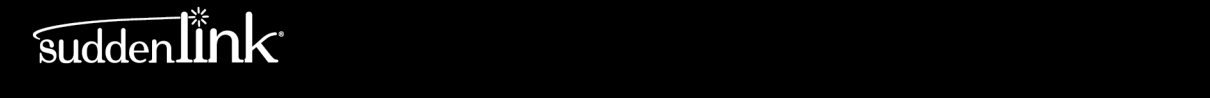
Total Amount Due: \$95.90

Amount Enclosed \$ [REDACTED]

Make checks payable to Suddenlink.

000-02-22-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
04/04/22 - 05/03/22	April 27, 2022	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 03/30/2022		-\$95.90
New Charges		\$95.90
Total Amount Due		\$95.90

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
03/19	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
04/04 -05/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig Add-On			50.00
	Other Services			
04/04 -05/03	Safeguard			6.99
	Total Current Monthly Charges			\$91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
04/04 -05/03	Sales Tax			0.42
	Other Charges			
04/04 -05/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$95.90

Ways to Pay

Pay your bill, upgrade your services and manage your account at **suddenlink.net**

Additional options:

@

**Auto Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

📱

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

🏪

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

📞

**Phone**  
1.866.659.2861

✉️

**Mail**  
Detach the remit below and send it with your payment

⬇ Please turn over for payment. ⬇



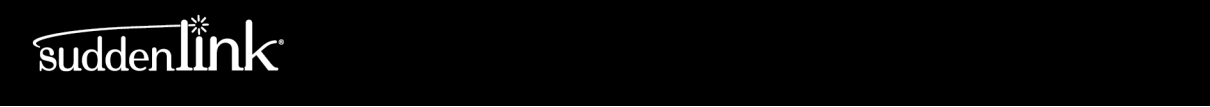
1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]


To message us,  
scan with your  
phone's camera.




CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.90

Account Details...continued


If you've got questions, we've got answers.



Search FAQs and watch tutorials



Help and answers  
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Suddenlink Support App  
Download at [suddenlink.com/apps](https://suddenlink.com/apps) and manage your account right from your mobile device

Learn more at [help.suddenlink.com](https://help.suddenlink.com)


Suddenlink Updates




The Federal Government's Affordable Connectivity Program (ACP) operated by the FCC reduces Internet charges for qualifying low-income households with a one per household benefit up to \$30/mo or up to \$75/mo for residents of Tribal Lands. The benefit is portable from one participating provider to another but cannot be transferred to another individual or household even if they qualify. ACP eligibility requirements, how to enroll and plans that may be free with the benefit can be found at [suddenlink.com/acp](https://suddenlink.com/acp). Qualifying households will be subject to Suddenlink's undiscounted rates and general terms and conditions if they disqualify, de-enroll, transfer their benefit to another provider without cancelling service, or if the program ends.

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [suddenlink.net/myaccount](https://suddenlink.net/myaccount).

<p><b>Payment Information</b></p> <p>Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at <a href="https://suddenlink.com/terms-policy">suddenlink.com/terms-policy</a>.</p> <p>Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>.</p> <p><b>Billing Information</b></p> <p>You're billed each month in advance for the next month's services. Rates subject to change or discontinuance. Service</p>	<p>cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit <a href="https://suddenlink.com/agreement">suddenlink.com/agreement</a>. You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>. You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections.</p> <p>Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and</p>	<p>payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.</p> <p><b>Service Information</b></p> <p>For immediate closed captioning issues, contact us: 844-551-5862 (phone), 866-721-7595 (fax) or <a href="mailto:closedcaption@suddenlink.com">closedcaption@suddenlink.com</a>. Mail written closed captioning complaints to Altice USA, Attn: Ahmed Fayed, 1111 Stewart Avenue, Bethpage, NY 11714. Programming subject to change, see <a href="https://suddenlink.com/contractrenewals">suddenlink.com/contractrenewals</a> for details. If you have a complaint about your cable service, contact customer service at 877-317-5003.</p>
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Please return this section with your payment. Be sure the address below is in the return envelope window.





**Mailing Your Payment**

Account Number: [REDACTED]

Payment Due Date: **April 27, 2022**

Total Amount Due: **\$95.90**

Amount Enclosed \$

Make checks payable to Suddenlink.

000-03-22-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary	
Billing Period 05/04/22 - 06/03/22	Due Date May 27, 2022
Previous Balance & Payments	
Balance Last Statement	\$95.90
Payment(s) Received By 04/28/2022	\$0.00
Past Due Amount	\$95.90
New Charges	\$95.90
Total Amount Due	\$191.80
(Please pay the past due amount of \$95.90 immediately to avoid service disruption)	

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				\$ 95.90
CURRENT MONTHLY CHARGES		Retail	Savings	You Pay
Internet				
05/04 -06/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig Add-On			50.00
Other Services				
05/04 -06/03	Safeguard			6.99
Total Current Monthly Charges				\$ 91.98
TAXES, FEES & OTHER CHARGES				
Other Services				
05/04 -06/03	Sales Tax			0.42
Other Charges				
05/04 -06/03	Network Enhancement Fee			3.50
Total Taxes, Fees & Other Charges				\$ 3.92
Total Amount Due				\$191.80

Ways to Pay

Pay your bill, upgrade your services and manage your account at [suddenlink.net](https://suddenlink.net)

Additional options:

**Auto Pay**  
Manage at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Detach the remit below and send it with your payment

⤵ Please turn over for payment. ⤵



1111 STEWART AVENUE  
BETHPAGE NY 11714-3581  
CHANGE SERVICE REQUESTED  
  
#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

To message us,  
scan with your  
phone's camera.



CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$191.80

Account Details...continued

Bit by bit,  
we’re making  
big changes.

Suddenlink is becoming Optimum and  
we’re taking important steps to do better  
by you with faster speeds, better value,  
and improved service.

Let’s reconnect.

Learn more at  
[suddenlink.com/reconnect](https://suddenlink.com/reconnect)



Suddenlink Updates

**Just a reminder, we have not received your payment.** If you have already paid your bill, kindly disregard this message. If not, please remit full payment immediately to continue receiving service and to avoid unnecessary fees. If the past due amount is not received by the pay by date on this bill, you will be charged a late fee. Please note that all equipment received at installation is the property of Suddenlink and must be returned if service is disconnected.

The Federal Government's Affordable Connectivity Program (ACP) operated by the FCC reduces Internet charges for qualifying low-income households with a one per household benefit up to \$30/mo or up to \$75/mo for residents of Tribal Lands. The benefit is portable from one participating provider to another but cannot be transferred to another individual or household even if they qualify. ACP eligibility requirements, how to enroll and plans that may be free with the benefit can be found at [suddenlink.com/acp](https://suddenlink.com/acp). Qualifying households will be subject to Suddenlink's undiscounted rates and general terms and conditions if they disqualify, de-enroll, transfer their benefit to another provider without cancelling service, or if the program ends.

We've made enhancements to your bill presentation. Visit [suddenlink.com/understandingmybill](https://suddenlink.com/understandingmybill) for more details on what to expect on your monthly bill.

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [suddenlink.net/myaccount](https://suddenlink.net/myaccount).

Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]  
Past Due **Please Pay Now:** \$95.90  
Due By **May 27, 2022:** \$95.90  
Total Amount Due: \$191.80

Amount Enclosed \$

Make checks payable to Suddenlink.

030-04-22-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340

PAGE 3 OF 4

Account Number:

**Total Amount Due: \$191.80**

## Payment Information

Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at [suddenlink.com/terms-policy](https://suddenlink.com/terms-policy).

Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred.

Insufficient fund fees can be found at [suddenlink.com/rates](https://suddenlink.com/rates).

## Billing Information

You're billed each month in advance for the

next month's services. Rates subject to change or discontinuance. Service cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit [suddenlink.com/agreement](https://suddenlink.com/agreement). You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at [suddenlink.com/rates](https://suddenlink.com/rates). You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date

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### Service Information

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contact us: 516-803-5131 (phone),  
516-803-1682 (fax) or  
[CCQuestions@alticeusa.com](mailto:CCQuestions@alticeusa.com). Mail written  
closed captioning complaints to: Altice USA,  
Attn: Ahmed Fayed, 200 Jericho Quadrangle,  
Jericho, NY 11753.



Whether you're on the couch or on the go, get answers about your services 24/7.



### Manage your services

View and pay your bill, check voicemail and email, manage your usernames and so much more at [account.suddenlink.net](https://account.suddenlink.net)

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### Help and answers

Chat with us online at [suddenlink.com/contact-us/live-chat](https://suddenlink.com/contact-us/live-chat)

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### Suddenlink Support App

Download at [suddenlink.com/apps](https://suddenlink.com/apps) and manage your account right from your mobile device

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### Answers and support

Find FAQs, tutorial videos and ways to contact us at [help.suddenlink.com](https://help.suddenlink.com)



**You've got questions.  
We've got answers.**

Learn more at [help.suddenlink.com](https://help.suddenlink.com)



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
06/04/22 - 07/03/22	June 27, 2022	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$191.80
Payment(s) Received By 05/28/2022		-\$191.80
New Charges		\$95.90
Total Amount Due		\$95.90

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				191.80
PAYMENTS				
05/27	Credit Card Pymt			-191.80
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
06/04 -07/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig Add-On			50.00
Other Services				
06/04 -07/03	Safeguard			6.99
Total Current Monthly Charges				\$ 91.98
TAXES, FEES & OTHER CHARGES				
Other Services				
06/04 -07/03	Sales Tax			0.42
Other Charges				
06/04 -07/03	Network Enhancement Fee			3.50
Total Taxes, Fees & Other Charges				\$ 3.92
Total Amount Due				\$ 95.90

Ways to Pay

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Additional options:

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**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Send your payment with remit slip at least one week prior to the due date to avoid late fees

⤵ Please turn over for payment. ⤵

1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]


To message us,  
scan with your  
phone's camera.




CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.90

Account Details...continued


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Search FAQs and watch tutorials



Help and answers  
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Suddenlink Support App  
Download at [suddenlink.com/apps](https://suddenlink.com/apps) and manage your account right from your mobile device

Learn more at [help.suddenlink.com](https://help.suddenlink.com)

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<p><b>Payment Information</b></p> <p>Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at <a href="https://suddenlink.com/terms-policy">suddenlink.com/terms-policy</a>.</p> <p>Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>.</p> <p><b>Billing Information</b></p> <p>You're billed each month in advance for the</p>	<p>next month's services. Rates subject to change or discontinuance. Service cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit <a href="https://suddenlink.com/agreement">suddenlink.com/agreement</a>. You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>. You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date</p>	<p>may be sent to collections.</p> <p>Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.</p> <p><b>Service Information</b></p> <p>For immediate closed captioning issues, contact us: 516-803-5131 (phone), 516-803-1682 (fax) or <a href="mailto:CCQuestions@alticeusa.com">CCQuestions@alticeusa.com</a>. Mail written closed captioning complaints to: Altice USA, Attn: Ahmed Fayed, 200 Jericho Quadrangle, Jericho, NY 11753.</p>
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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: **June 27, 2022**

Total Amount Due: **\$95.90**

Amount Enclosed \$

Make checks payable to Suddenlink.

000-05-22-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
07/04/22 - 08/03/22	July 27, 2022	\$88.61
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 06/28/2022		-\$95.90
New Charges		\$88.61
Total Amount Due		\$88.61

What Changed
• Charged/credited for one time activity.

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
06/25	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
		Retail	Savings	You Pay
Internet				
07/04 -08/03	Internet	89.99	-55.00	34.99
	Internet 1 Gig Add-On			50.00
Other Services				
07/04 -08/03	Safeguard			6.99
Total Current Monthly Charges				\$ 91.98
ONE TIME ACTIVITY				
Charges that vary monthly based on your account activity.				
06/23	Data Adjustment due to service interruption			-7.29
Total One Time Activity				-\$ 7.29
TAXES, FEES & OTHER CHARGES				
Other Services				
07/04 -08/03	Sales Tax			0.42
Other Charges				
07/04 -08/03	Network Enhancement Fee			3.50
Total Taxes, Fees & Other Charges				\$ 3.92
Total Amount Due				\$ 88.61

Ways to Pay

Pay your bill, upgrade your services and manage your account at **suddenlink.net**

Additional options:

**Auto Pay**  
Manage at [suddenlink.com/autopay](https://suddenlink.com/autopay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Send your payment with remit slip at least one week prior to the due date to avoid late fees

⤵ Please turn over for payment. ⤵

1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Suddenlink  
is becoming  
Optimum.


To learn what you can expect after the transition on August 1, visit [optimum.net/transition](https://optimum.net/transition)




CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$88.61

Account Details...continued


If you've got questions, we've got answers.



Search FAQs and watch tutorials



Help and answers  
Chat with us online at [suddenlink.com/contact-us/live-chat](https://suddenlink.com/contact-us/live-chat)



Suddenlink Support App  
Download at [suddenlink.com/apps](https://suddenlink.com/apps) and manage your account right from your mobile device

Learn more at [help.suddenlink.com](https://help.suddenlink.com)

Suddenlink Updates

The Federal Government's Affordable Connectivity Program (ACP) operated by the FCC reduces Internet charges for qualifying low-income households with a one per household benefit up to \$30/mo or up to \$75/mo for residents of Tribal Lands. The benefit is portable from one participating provider to another but cannot be transferred to another individual or household even if they qualify. ACP eligibility requirements, how to enroll and plans that may be free with the benefit can be found at [suddenlink.com/acp](https://suddenlink.com/acp). Qualifying households will be subject to Suddenlink's undiscounted rates and general terms and conditions if they disqualify, de-enroll, transfer their benefit to another provider without cancelling service, or if the program ends.

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [suddenlink.net/myaccount](https://suddenlink.net/myaccount).

<p><b>Payment Information</b></p> <p>Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at <a href="https://suddenlink.com/terms-policy">suddenlink.com/terms-policy</a>.</p> <p>Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>.</p> <p><b>Billing Information</b></p> <p>You're billed each month in advance for the</p>	<p>next month's services. Rates subject to change or discontinuance. Service cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit <a href="https://suddenlink.com/agreement">suddenlink.com/agreement</a>. You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at <a href="https://suddenlink.com/rates">suddenlink.com/rates</a>. You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date</p>	<p>may be sent to collections.</p> <p>Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.</p> <p><b>Service Information</b></p> <p>For immediate closed captioning issues, contact us: 516-803-5131 (phone), 516-803-1682 (fax) or <a href="mailto:CCQuestions@alticeusa.com">CCQuestions@alticeusa.com</a>. Mail written closed captioning complaints to: Altice USA, Attn: Ahmed Fayed, 200 Jericho Quadrangle, Jericho, NY 11753.</p>
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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: July 27, 2022

Total Amount Due: \$88.61

Amount Enclosed \$

Make checks payable to Suddenlink.

000-06-22-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
08/04/22 - 09/03/22	August 27, 2022	\$94.51
Previous Balance & Payments		-\$1.39
Balance Last Statement		\$88.61
Payment(s) Received By 07/28/2022		-\$90.00
New Charges		\$95.90
Total Amount Due		\$94.51

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [suddenlink.com/ezpay](https://suddenlink.com/ezpay)

Account Details					
BALANCE LAST STATEMENT				88.61	
PAYMENTS					
07/23	Credit Card Pymt			-90.00	
	Previous Balance			-\$ 1.39	
CURRENT MONTHLY CHARGES		Retail	Savings	You Pay	
	Internet				
08/04 -09/03	Internet	89.99		-55.00	34.99
	1 Gig Internet				50.00
	Other Services				
08/04 -09/03	Safeguard				6.99
	Total Current Monthly Charges			\$ 91.98	
TAXES, FEES & OTHER CHARGES					
	Other Services				
08/04 -09/03	Sales Tax			0.42	
	Other Charges				
08/04 -09/03	Network Enhancement Fee			3.50	
	Total Taxes, Fees & Other Charges			\$ 3.92	
	Total Amount Due			\$ 94.51	

Ways to Pay

Pay your bill, upgrade your services and manage your account at [suddenlink.net](https://suddenlink.net)

Additional options:

**Auto Pay**  
Manage at [suddenlink.com/autopay](https://suddenlink.com/autopay)

**Support App**  
Download at [suddenlink.com/apps](https://suddenlink.com/apps)

**In Person**  
Visit [suddenlink.com/stores](https://suddenlink.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Send your payment with remit slip at least one week prior to the due date to avoid late fees

↩ Please turn over for payment. ↪

1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Suddenlink  
is becoming  
Optimum.

To learn what you can expect after the transition on August 1, visit [optimum.net/transition](https://optimum.net/transition)





CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$94.51

Account Details...continued

If you've got questions, we've got answers.



Search FAQs and watch tutorials



Help and answers  
Chat with us online at [suddenlink.com/contact-us/live-chat](https://suddenlink.com/contact-us/live-chat)



Suddenlink Support App  
Download at [suddenlink.com/apps](https://suddenlink.com/apps) and manage your account right from your mobile device

Learn more at [help.suddenlink.com](https://help.suddenlink.com)

Suddenlink Updates

The Federal Government's Affordable Connectivity Program (ACP) operated by the FCC reduces Internet charges for qualifying low-income households with a one per household benefit up to \$30/mo or up to \$75/mo for residents of Tribal Lands. The benefit is portable from one participating provider to another but cannot be transferred to another individual or household even if they qualify. ACP eligibility requirements, how to enroll and plans that may be free with the benefit can be found at [suddenlink.com/acp](https://suddenlink.com/acp). Qualifying households will be subject to Suddenlink's undiscounted rates and general terms and conditions if they disqualify, de-enroll, transfer their benefit to another provider without cancelling service, or if the program ends.

As of 9/1/22, Outside TV will be shutting down operations and will no longer broadcasting any programming.

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [suddenlink.net/myaccount](https://suddenlink.net/myaccount).

Payment Information

Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at [suddenlink.com/terms-policy](https://suddenlink.com/terms-policy). Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at [suddenlink.com/rates](https://suddenlink.com/rates).

Billing Information

You're billed each month in advance for the

next month's services. Rates subject to change or discontinuance. Service cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit [suddenlink.com/agreement](https://suddenlink.com/agreement). You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at [suddenlink.com/rates](https://suddenlink.com/rates). You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date

may be sent to collections. Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change. **Service Information** For immediate closed captioning issues, contact us: 516-803-5131 (phone), 516-803-1682 (fax) or [CCQuestions@alticeusa.com](mailto:CCQuestions@alticeusa.com). Mail written closed captioning complaints to: Altice USA, Attn: Ahmed Fayed, 200 Jericho Quadrangle, Jericho, NY 11753.

Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]  
Payment Due Date: August 27, 2022  
Total Amount Due: \$94.51

Amount Enclosed \$

Make checks payable to Suddenlink.

000-07-22-A-C

SUDDENLINK COMMUNICATIONS  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
09/04/22 - 10/03/22	September 27, 2022	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$94.51
Payment(s) Received By 08/28/2022		-\$94.51
New Charges		\$95.90
Total Amount Due		\$95.90

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [optimum.net/autopay](https://optimum.net/autopay)

Account Details				
BALANCE LAST STATEMENT				94.51
PAYMENTS				
08/20	Credit Card Pymt			-94.51
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
09/04 -10/03	Optimum Internet	89.99	-55.00	34.99
	1 Gig Internet			50.00
Other Services				
09/04 -10/03	Service Protection (formerly Safeguard)			6.99
Total Current Monthly Charges				\$ 91.98
TAXES, FEES & OTHER CHARGES				
Other Services				
09/04 -10/03	Sales Tax			0.42
Other Charges				
09/04 -10/03	Network Enhancement Fee			3.50
Total Taxes, Fees & Other Charges				\$ 3.92
Total Amount Due				\$ 95.90

Ways to Pay

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Additional options:

**Auto Pay**  
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**Support App**  
Download at [optimum.net/supportapp](https://optimum.net/supportapp)

**In Person**  
Visit [optimum.com/stores](https://optimum.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Send your payment with remit slip at least one week prior to the due date to avoid late fees

Please turn over for payment.



1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Welcome to the Optimum family!

Check out the last page of your bill for a few things you need to know about the transition.

optimum.



CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.90

Account Details...continued

Lower your Internet bill when you add Optimum Mobile.

Save up to \$15/mo. every month!

Learn more at optimum.com/mobile/add-mobile

Optimum Updates

The Federal Government's Affordable Connectivity Program (ACP) operated by the FCC reduces Internet charges for qualifying low-income households with a one per household benefit up to \$30/mo or up to \$75/mo for residents of Tribal Lands. The benefit is portable from one participating provider to another but cannot be transferred to another individual or household even if they qualify. ACP eligibility requirements, how to enroll and plans that may be free with the benefit can be found at [optimum.com/acp](https://optimum.com/acp). Qualifying households will be subject to Optimum's undiscounted rates and general terms and conditions if they disqualify, de-enroll, transfer their benefit to another provider without canceling service, or if the program ends.

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [optimum.net](https://optimum.net).

<p><b>Payment Information</b></p> <p>Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at <a href="https://optimum.com/terms">optimum.com/terms</a>.</p> <p>Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at <a href="https://optimum.com/pricing-packages">optimum.com/pricing-packages</a>.</p>	<p>change or discontinuance. Service cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit <a href="https://optimum.com/terms-of-service/residential">optimum.com/terms-of-service/residential</a>. You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at <a href="https://optimum.com/pricing-packages">optimum.com/pricing-packages</a>. You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections.</p>	<p>Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.</p> <p><b>Service Information</b></p> <p>For immediate closed captioning issues, contact us: 516-803-5131 (phone), 516-803-1682 (fax) or <a href="mailto:CCQuestions@alticeusa.com">CCQuestions@alticeusa.com</a>. Mail written closed captioning complaints to: Altice USA, Attn: Ahmed Fayed, 200 Jericho Quadrangle, Jericho, NY 11753.</p>
<p><b>Billing Information</b></p> <p>You're billed each month in advance for the next month's services. Rates subject to</p>		

Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: September 27, 2022

Total Amount Due: \$95.90

Amount Enclosed \$

Make checks payable to Optimum.

000-08-22-A-C

OPTIMUM  
PO BOX 70340  
PHILADELPHIA PA 19176-0340

# Welcome to the Optimum family!

We’re always here for you, whether that’s in store or through 24/7 support online or over the phone.

**Here’re a few things you need to know:**

Unless you made a change, your services, monthly recurring rates, equipment, and account information are the same.

**Account**

- + Unless we contacted you, you can continue to sign in with the same username, now called an Optimum ID, and password as you did with Suddenlink
- + You can manage your account, view and pay your bill, find answers to FAQs, and more online at [optimum.net](https://optimum.net) or on-the-go with the [Optimum Support app](#) using your Optimum ID
- + If you need an Optimum ID or cannot remember yours, visit [optimum.net/idhelp](https://optimum.net/idhelp)

**Services & Equipment**

- + As part of your improved Internet experience, you’re **no longer being charged for data overages**
- + If you use network apps and streaming sites like ESPN, TBS, or ABC, as part of your TV service, you now need to select “Optimum” or “Optimum TV” (for Optimum One customers) as your TV provider
- + We rolled out new names for our services and some of our equipment:

Prior to August 1	After August 1
Suddenlink Internet	Optimum Internet
Xtend	Extender
Suddenlink Stream	Stream TV
Suddenlink TV	Optimum TV
Local Broadcast/Broadcast Basic	Basic TV
Suddenlink Core	Core TV
Suddenlink Value/SL200/Standard Cable	Value TV
Suddenlink Select	Select TV
Suddenlink Premier	Premier TV
Altice One	Optimum TV
Altice One App	Optimum TV App
Altice One Box	Optimum One
Altice One Mini	Optimum TV Box
Suddenlink Home Phone	Optimum Phone
Suddenlink Security	Optimum Security
Safeguard	Service Protection

If you still have questions, you can find all the answers you need in our FAQs at [optimum.net/transition](https://optimum.net/transition)



Optimum, the Optimum family of marks and Optimum logos are registered trademarks of CSC Holdings, LLC, a subsidiary of Altice USA, Inc. © 2022 CSC Holdings, LLC.





Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary	
Billing Period 10/04/22 - 11/03/22	Due Date October 27, 2022
Previous Balance & Payments	
Balance Last Statement	\$95.90
Payment(s) Received By 09/28/2022	\$0.00
Past Due Amount	\$95.90
New Charges	\$95.90
Total Amount Due	\$191.80
(Please pay the past due amount of \$95.90 immediately to avoid service disruption)	

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [optimum.net/autopay](https://optimum.net/autopay)

Account Details				
BALANCE LAST STATEMENT				\$ 95.90
CURRENT MONTHLY CHARGES		Retail	Savings	You Pay
Internet				
10/04 -11/03	Optimum Internet	89.99	-55.00	34.99
	1 Gig Internet			50.00
	Smart Router			0.00
Other Services				
10/04 -11/03	Service Protection (formerly Safeguard)			6.99
Total Current Monthly Charges				\$ 91.98
TAXES, FEES & OTHER CHARGES				
Other Services				
10/04 -11/03	Sales Tax			0.42
Other Charges				
10/04 -11/03	Network Enhancement Fee			3.50
Total Taxes, Fees & Other Charges				\$ 3.92
Total Amount Due				\$191.80

Ways to Pay

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Additional options:

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Manage at [optimum.net/autopay](https://optimum.net/autopay)

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Download at [optimum.net/supportapp](https://optimum.net/supportapp)

**In Person**  
Visit [optimum.com/stores](https://optimum.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Send your payment with remit slip at least one week prior to the due date to avoid late fees

Please turn over for payment.



1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

You've got questions.  
We've got answers.

Just click "Message Us" at [optimum.net/chat](https://optimum.net/chat)



CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$191.80

Account Details...continued

2022

Hispanic Heritage Month



Enter by 10.31.22

# Hispanic Heritage Essay Contest.

Middle and high school students can enter now for a chance to win a **\$3,000 scholarship** and other great prizes!

Learn more at **optimum.com/hhm**

Optimum Updates

**Just a reminder, we have not received your payment.** If you have already paid your bill, kindly disregard this message. If not, please remit full payment immediately to continue receiving service and to avoid unnecessary fees. If the past due amount is not received by the pay by date on this bill, you will be charged a late fee. Please note that all equipment received at installation is the property of Optimum and must be returned if service is disconnected.

The Federal Government's Affordable Connectivity Program (ACP) operated by the FCC reduces Internet charges for qualifying low-income households with a one per household benefit up to \$30/mo or up to \$75/mo for residents of Tribal Lands. The benefit is portable from one participating provider to another but cannot be transferred to another individual or household even if they qualify. ACP eligibility requirements, how to enroll and plans that may be free with the benefit can be found at [optimum.com/acp](https://optimum.com/acp). Qualifying households will be subject to Optimum's undiscounted rates and general terms and conditions if they disqualify, de-enroll, transfer their benefit to another provider without canceling service, or if the program ends.

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<b>Billing Information</b> You're billed each month in advance for the next month's services. Rates subject to		

Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Past Due **Please Pay Now:** \$95.90

Due By **October 27, 2022:** \$95.90

Total Amount Due: \$191.80

Amount Enclosed \$

Make checks payable to Optimum.

030-09-22-A-C

OPTIMUM  
PO BOX 70340  
PHILADELPHIA PA 19176-0340





Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
11/04/22 - 12/03/22	November 27, 2022	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$191.80
Payment(s) Received By 10/28/2022		-\$191.80
New Charges		\$95.90
Total Amount Due		\$95.90

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [optimum.net/autopay](https://optimum.net/autopay)

Account Details				
BALANCE LAST STATEMENT				191.80
PAYMENTS				
10/28	Credit Card Pymt			-191.80
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
		Retail	Savings	You Pay
Internet				
11/04 -12/03	Optimum Internet	89.99	-55.00	34.99
	1 Gig Internet			50.00
	Smart Router			0.00
Other Services				
11/04 -12/03	Service Protection (formerly Safeguard)			6.99
Total Current Monthly Charges				\$ 91.98
TAXES, FEES & OTHER CHARGES				
Other Services				
11/04 -12/03	Sales Tax			0.42
Other Charges				
11/04 -12/03	Network Enhancement Fee			3.50
Total Taxes, Fees & Other Charges				\$ 3.92
Total Amount Due				\$ 95.90

Ways to Pay

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Additional options:

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**Support App**  
Download at [optimum.net/supportapp](https://optimum.net/supportapp)

**In Person**  
Visit [optimum.com/stores](https://optimum.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Send your payment with remit slip at least one week prior to the due date to avoid late fees

Please turn over for payment.



1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]


You've got questions.  
We've got answers.

Just click "Message Us" at [optimum.net/chat](https://optimum.net/chat)



CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.90

Account Details...continued



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We’ve got answers.

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Optimum Updates

The Federal Government's Affordable Connectivity Program (ACP) operated by the FCC reduces Internet charges for qualifying low-income households with a one per household benefit up to \$30/mo or up to \$75/mo for residents of Tribal Lands. The benefit is portable from one participating provider to another but cannot be transferred to another individual or household even if they qualify. ACP eligibility requirements, how to enroll and plans that may be free with the benefit can be found at [optimum.com/acp](https://optimum.com/acp). Qualifying households will be subject to Optimum's undiscounted rates and general terms and conditions if they disqualify, de-enroll, transfer their benefit to another provider without canceling service, or if the program ends.

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<p><b>Billing Information</b></p> <p>You're billed each month in advance for the next month's services. Rates subject to</p>		

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Mailing Your Payment

Account Number:	[REDACTED]
Payment Due Date:	November 27, 2022
Total Amount Due:	\$95.90

Amount Enclosed \$

Make checks payable to Optimum.

000-10-22-A-C

OPTIMUM  
PO BOX 70340  
PHILADELPHIA PA 19176-0340

TV Service & Gig Internet Market with  
Unlimited Data



Residential Service & Equipment Rates\*

Effective September 23, 2022

TV Services and Packages	per month
Basic TV	\$50.00
Standard Cable (Expanded Basic)	\$60.00 <sup>1, 24</sup>
Core TV	\$105.00 <sup>2, 24</sup>
Value TV	\$110.00 <sup>3, 24</sup>
Select TV	\$130.00 <sup>4, 24</sup>
Premier TV	\$155.00 <sup>5, 24</sup>
Family Package	\$10.00 <sup>6, 24</sup>
Movie Package	\$10.00 <sup>8, 24</sup>
Sports & Info Package	\$15.00 <sup>9, 24</sup>
Sports Plus Package	\$5.00 <sup>7, 24</sup>
Español TV	\$15.00 <sup>9, 24</sup>
Broadcast Station Programming Surcharge	\$15.00 <sup>43</sup>
Sports Programming Surcharge	\$6.65 <sup>43</sup>

Premium Channels	per month
HBO Max	\$19.00 <sup>41</sup>
Cinemax	\$17.00 <sup>1, 24</sup>
Showtime/The Movie Channel	\$17.00 <sup>1, 24</sup>
Starz & Starz Encore	\$17.00 <sup>1, 24</sup>

Pay-Per-View and On Demand	
New Release, Adult Movies, Events	varies <sup>20</sup>
Hustler SVOD	\$29.99 <sup>10, 24</sup>
Falcon SVOD	\$29.99 <sup>10, 24</sup>
Stingray Karaoke	\$7.00 <sup>24, 35</sup>
Anime Network On Demand	\$6.95 <sup>24, 35</sup>
here! On Demand	\$6.95 <sup>24, 35</sup>
Too Much for TV On Demand	\$12.95 <sup>24, 35</sup>
Eros Now On Demand (New Release, Adult Movies, Events)	varies <sup>24, 35</sup>
Pay-Per-View	varies

DVR Services	per month
Cloud DVR	\$9.99 <sup>24, 35</sup>
Cloud DVR Plus	\$17.99 <sup>24, 35</sup>
Cloud DVR Max	\$21.99 <sup>24, 35</sup>

Internet Services <sup>21</sup>	per month
20 Mbps Internet	\$59.99
100 Mbps Internet	\$89.99
200 Mbps Internet	\$99.99
300 Mbps Internet	\$109.99
400 Mbps Internet	\$119.99
500 Mbps Internet	\$129.99
1 Gig Internet	\$139.99
Optimum Advantage Internet	\$14.99 <sup>14</sup>
Network Enhancement Fee	\$3.50 <sup>27</sup>

Phone Services <sup>34</sup>	per month
Telephone Service Only	\$50.95
Second Line Service Fee	\$19.95
Listed Telephone Number	no charge
Non-Listed Telephone Number	\$6.50
Non-Published Telephone Number	\$6.50
Voice Mail	\$5.00

Equipment & Extras	per month
Optimum One	\$20.00 <sup>24</sup>
Optimum TV Box	\$10.00 <sup>24</sup>
Standard Digital Receiver	\$11.00
High Definition (HD) Receiver	\$11.00
HD/DVR Receiver/Service	\$17.00
Cable Card	\$2.50
TiVo Receiver	\$17.00 <sup>24</sup>
TiVo Mini	\$11.00 <sup>24</sup>
TiVo Stream	\$10.00 <sup>24</sup>
DOCSIS Modem	\$10.00
Wireless Gateway	\$10.00
Optimum Extender	\$3.00 <sup>24</sup>
HD DigitaLink	\$5.00 <sup>24</sup>
Apple TV (One Time Purchase)	\$180.00 <sup>24, 36</sup>
Optimum Amplify	\$15.00
Optimum Stream	\$5.00 <sup>YY</sup>
Service Protection	\$6.99
Cable Guide	\$3.99 <sup>24</sup>

Unreturned Equipment Fees	per each
Optimum One	\$212.00 <sup>24</sup>
Optimum TV Box	\$132.00 <sup>24</sup>
Standard Digital Receiver	\$185.00
High Definition (HD) Receiver	\$185.00
HD/DVR Receiver	\$345.00
Remote Control (Non-Optimum One)	\$5.00
Optimum One Remote Control	\$12.00 <sup>24</sup>
Cable Card	\$100.00
TiVo Receiver	\$185.00 <sup>24</sup>
TiVo DVR Receiver	\$345.00 <sup>24</sup>
TiVo Mini	\$150.00 <sup>24</sup>
TiVo Stream	\$150.00 <sup>24</sup>
DOCSIS Modem	\$100.00
MTA – Phone Modem	\$100.00
Wireless Modem	\$100.00
Wireless Router	\$80.00
Ubee 1326 (Gateway 6)	\$130.00 <sup>24</sup>
Ubee 1322 (Gateway 5)	\$110.00 <sup>24</sup>
Ubee 1319 (Gateway 4)	\$80.00 <sup>24</sup>
Optimum Extender	\$75.00 <sup>24</sup>
HD DigitaLink	\$50.00 <sup>24</sup>

Optimum Amplify	\$399.00
Optimum Stream	\$70.00 <sup>YY</sup>

Installation, Service & Other Charges	
Standard Installation	\$99.00
Premium Installation	\$149.00
Account Change	\$25.00
Directory Listing Change	\$10.00
Telephone Reconnect	\$20.00
Telephone Service Call	\$50.00
Activation Fee	\$40.00
Reconnect Service	\$40.00
Upgrade Service	\$25.00
Modem Swap Fee	\$25.00
1st Outlet – New Install	\$25.00
Each Additional Outlet	\$25.00
Field Collection Fee	\$20.00
Collection Fee	\$20.00
Late Payment Fee	\$10.00 <sup>39</sup>
Returned Payment Charge	\$30.00 <sup>40</sup>
Paper Statement Fee	\$1.00 <sup>##</sup>
Restore Product (1-2 products)	\$10.00
Restore Product (3 products)	\$15.00
Service Call	\$80.00
Missed Service Appointment	\$60.00
Premier Protection & Support	\$19.99 per month <sup>24</sup>
Home Entertainment Protection & Support	\$9.99 per month <sup>24</sup>
Premier Technical Support	\$17.99 per month <sup>24</sup>

Home Security Services	per month
Optimum Home Security	\$50.00 <sup>24</sup>
Add On Products	varies

\* All product availability varies by area. Please call for most up-to-date offerings in your area.

1 Requires subscription to Basic TV.

2 Includes Basic TV.

3 Content is Basic TV plus Standard Cable.

4 Content is Basic TV, Standard Cable, Family Package, and Movie Package.

5 Content is Basic TV, Standard Cable, Family Package, Movie Package, Sports & Info Package, and HBO Max.

6 Requires subscription to Standard Cable/Value TV or higher. May be called "Variety Package."

7 Requires subscription to Sports & Info Package.

8 Requires subscription to Standard Cable/Value TV or higher.

9 Requires subscription to Basic TV or higher.

10 Requires Optimum cable box and cannot be viewed on HD DigitaLinks

14 Optimum Advantage Internet has download speeds up to 50 Mbps and upload speeds up to 5 Mbps. Not available in all markets. Subject to eligibility requirements.

21 For full details on current speed offerings, visit optimum.com/internet-packages/speed-details. Existing customers may be on different speeds that are no longer offered.

24 Not available in all areas.

35 Requires Optimum One.

36 Requires video service and Optimum One.

37 Applies to customers with Internet service. Select offers excluded.

39 Late Payment Fee is \$10.00 unless otherwise noted: \$2.00 in West Virginia, \$4.75 in California, \$5.00 in Kansas, and \$6.00 in Oklahoma.

40 Fee may vary by area.

41 Requires subscription to Basic TV. Not available in all areas. HBO Max includes HBO Channels, HBO On Demand, and access to the HBO Max app.

43 Does not apply to customers on standard rates for their base TV package as of 9/13/2021.

## Applies to customers receiving a paper bill. Does not apply to customers in West Virginia.

YY Not available for Optimum TV Customers. Not available in all areas







Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
12/04/22 - 01/03/23	December 27, 2022	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 11/30/2022		-\$95.90
New Charges		\$95.90
Total Amount Due		\$95.90

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [optimum.net/autopay](https://optimum.net/autopay)

Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
11/26	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
12/04 -01/03	Optimum Internet	89.99	-55.00	34.99
	1 Gig Internet			50.00
	Smart Router			0.00
	Other Services			
12/04 -01/03	Service Protection (formerly Safeguard)			6.99
	Total Current Monthly Charges			\$ 91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
12/04 -01/03	Sales Tax			0.42
	Other Charges			
12/04 -01/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$ 95.90

Ways to Pay

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Additional options:

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**Support App**  
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**In Person**  
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1.866.659.2861

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1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

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#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]


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CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.90

Account Details...continued



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Mailing Your Payment

Account Number:	[REDACTED]
Payment Due Date:	December 27, 2022
Total Amount Due:	\$95.90

Amount Enclosed \$

Make checks payable to Optimum.

000-11-22-A-C

OPTIMUM  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
01/04/23 - 02/03/23	January 27, 2023	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 12/28/2022		-\$95.90
New Charges		\$95.90
Total Amount Due		\$95.90

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Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
12/23	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
		Retail	Savings	You Pay
Internet				
01/04 -02/03	Optimum Internet	89.99	-55.00	34.99
	1 Gig Internet			50.00
	Smart Router			0.00
Other Services				
01/04 -02/03	Service Protection (formerly Safeguard)			6.99
Total Current Monthly Charges				\$ 91.98
TAXES, FEES & OTHER CHARGES				
Other Services				
01/04 -02/03	Sales Tax			0.42
Other Charges				
01/04 -02/03	Network Enhancement Fee			3.50
Total Taxes, Fees & Other Charges				\$ 3.92
Total Amount Due				\$ 95.90

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SAINT ALBANS WV [REDACTED]

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CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.90

Account Details...continued



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Please return this section with your payment. Be sure the address below is in the return envelope window.





Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: **January 27, 2023**

Total Amount Due: **\$95.90**

Amount Enclosed \$

Make checks payable to Optimum.

000-12-22-A-C

OPTIMUM  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
02/04/23 - 03/03/23	February 27, 2023	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 01/28/2023		-\$95.90
New Charges		\$95.90
Total Amount Due		\$95.90

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Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
01/20	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES		Retail	Savings	You Pay
	Internet			
02/04 -03/03	Optimum Internet	89.99	-55.00	34.99
	1 Gig Internet			50.00
	Smart Router			0.00
	Other Services			
02/04 -03/03	Svc Protection			6.99
	Total Current Monthly Charges			\$ 91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
02/04 -03/03	Sales Tax			0.42
	Other Charges			
02/04 -03/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$ 95.90

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#BWNHGYM  
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[REDACTED]  
SAINT ALBANS WV [REDACTED]


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CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.90

Account Details...continued



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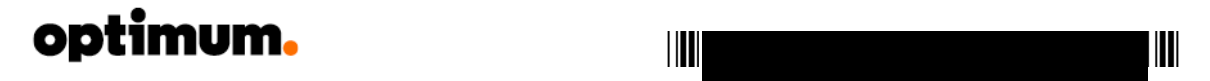
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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: February 27, 2023

Total Amount Due: \$95.90

Amount Enclosed \$

Make checks payable to Optimum.

000-01-23-A-C

OPTIMUM  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
03/04/23 - 04/03/23	March 27, 2023	\$95.90
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.90
Payment(s) Received By 02/27/2023		-\$95.90
New Charges		\$95.90
Total Amount Due		\$95.90

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [optimum.net/autopay](https://optimum.net/autopay)

Account Details				
BALANCE LAST STATEMENT				95.90
PAYMENTS				
02/18	Credit Card Pymt			-95.90
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
03/04 -04/03	Optimum Internet	89.99	-55.00	34.99
	1 Gig Internet			50.00
	Smart Router			0.00
	Other Services			
03/04 -04/03	Svc Protection			6.99
	Total Current Monthly Charges			\$ 91.98
TAXES, FEES & OTHER CHARGES				
	Other Services			
03/04 -04/03	Sales Tax			0.42
	Other Charges			
03/04 -04/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$ 95.90

Ways to Pay

Pay your bill, upgrade your services and manage your account at **optimum.net**

Additional options:

**Auto Pay**  
Manage at [optimum.net/autopay](https://optimum.net/autopay)

**Support App**  
Download at [optimum.net/supportapp](https://optimum.net/supportapp)

**In Person**  
Visit [optimum.com/stores](https://optimum.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Send your payment with remit slip at least one week prior to the due date to avoid late fees

Please turn over for payment.



1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]


You've got questions.  
We've got answers.

Just click "Message Us" at  
[optimum.net/chat](https://optimum.net/chat)



CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.90

Account Details...continued



You’ve got questions?  
We’ve got answers.

Visit optimum.net/support

Optimum Updates

The Federal Government's Affordable Connectivity Program (ACP) operated by the FCC reduces Internet charges for qualifying low-income households with a one per household benefit up to \$30/mo or up to \$75/mo for residents of Tribal Lands. The benefit is portable from one participating provider to another but cannot be transferred to another individual or household even if they qualify. ACP eligibility requirements, how to enroll and plans that may be free with the benefit can be found at [optimum.com/acp](https://optimum.com/acp). Qualifying households will be subject to Optimum's undiscounted rates and general terms and conditions if they disqualify, de-enroll, transfer their benefit to another provider without canceling service, or if the program ends.

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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: March 27, 2023

Total Amount Due: \$95.90

Amount Enclosed \$

Make checks payable to Optimum.

000-02-23-A-C

OPTIMUM  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary	
Billing Period 04/04/23 - 05/03/23	Due Date April 27, 2023
Previous Balance & Payments	
Balance Last Statement	\$95.90
Payment(s) Received By 03/29/2023	\$0.00
Past Due Amount	\$95.90
New Charges	\$95.90
Total Amount Due	\$191.80
(Please pay the past due amount of \$95.90 immediately to avoid service disruption)	

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at optimum.net/autopay

Account Details				
BALANCE LAST STATEMENT				\$ 95.90
CURRENT MONTHLY CHARGES		Retail	Savings	You Pay
Internet				
04/04 -05/03	Optimum Internet	89.99	-55.00	34.99
	1 Gig Internet			50.00
	Smart Router			0.00
Other Services				
04/04 -05/03	Svc Protection			6.99
Total Current Monthly Charges				\$ 91.98
TAXES, FEES & OTHER CHARGES				
Other Services				
04/04 -05/03	Sales Tax			0.42
Other Charges				
04/04 -05/03	Network Enhancement Fee			3.50
Total Taxes, Fees & Other Charges				\$ 3.92
Total Amount Due				\$191.80

Ways to Pay

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**Phone**  
1.866.659.2861

**Mail**  
Send your payment with remit slip at least one week prior to the due date to avoid late fees

Please turn over for payment.



1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

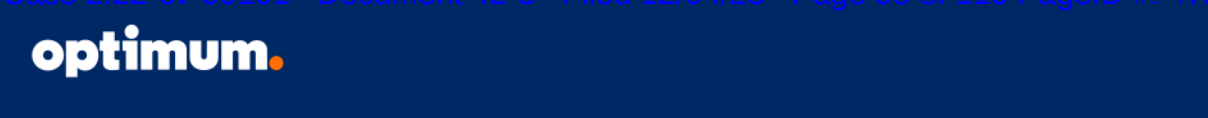
#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

You've got questions.  
We've got answers.


Just click "Message Us" at optimum.net/chat





CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$191.80

Account Details...continued



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Optimum Updates

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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Past Due **Please Pay Now:** \$95.90

Due By **April 27, 2023:** \$95.90

Total Amount Due: \$191.80

Amount Enclosed \$

Make checks payable to Optimum.

030-03-23-A-C

OPTIMUM  
PO BOX 70340  
PHILADELPHIA PA 19176-0340





Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary	
Billing Period 05/04/23 - 06/03/23	Due Date May 27, 2023
Previous Balance & Payments	
Balance Last Statement	\$191.80
Payment(s) Received By 04/28/2023	-\$95.90
Past Due Amount	\$95.90
New Charges	\$97.90
Total Amount Due	\$193.80
(Please pay the past due amount of \$95.90 immediately to avoid service disruption)	

What Changed
Charged/credited for one time activity.

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at optimum.net/autopay

Account Details				
BALANCE LAST STATEMENT				191.80
PAYMENTS				
04/01	Credit Card Pymt			-95.90
	Previous Balance			\$ 95.90
CURRENT MONTHLY CHARGES				
	Internet	Retail	Savings	You Pay
05/04 -06/03	Optimum Internet	89.99	-55.00	34.99
	1 Gig Internet			50.00
	Smart Router			0.00
	Other Services			
05/04 -06/03	Svc Protection			6.99
	Total Current Monthly Charges			\$ 91.98
ONE TIME ACTIVITY				
Charges that vary monthly based on your account activity.				
04/01	Late Fee			2.00
	Total One Time Activity			\$ 2.00
TAXES, FEES & OTHER CHARGES				
	Other Services			
05/04 -06/03	Sales Tax			0.42
	Other Charges			
05/04 -06/03	Network Enhancement Fee			3.50
	Total Taxes, Fees & Other Charges			\$ 3.92
	Total Amount Due			\$193.80

### Ways to Pay

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**Additional options:**

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**Support App**  
Download at [optimum.net/supportapp](https://optimum.net/supportapp)

**In Person**  
Visit [optimum.com/stores](https://optimum.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Send your payment with remit slip at least one week prior to the due date to avoid late fees

Please turn over for payment.



1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]


You've got questions.  
We've got answers.

Just click "Message Us" at  
[optimum.net/chat](https://optimum.net/chat)



CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$193.80

Account Details...continued



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Learn more about upcoming pricing adjustments on the last page of this bill.

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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Past Due **Please Pay Now:** \$95.90

Due By **May 27, 2023:** \$97.90

Total Amount Due: \$193.80

Amount Enclosed \$

Make checks payable to Optimum.

030-04-23-A-C

OPTIMUM  
PO BOX 70340  
PHILADELPHIA PA 19176-0340

# Upcoming rate changes to Optimum service

May 2023

At Optimum, our goal is to provide you with a fast and reliable Internet connection while also preparing for your future connectivity needs. That’s why we continue to invest in our network to ensure we’re delivering fast, reliable Internet service to our customers today and in the future. We also continue to enhance our Optimum TV offering to provide you with the content you love in a simple and innovative way.

As network and equipment costs increase due to inflation and other factors, the standards and costs of offering world-class products and services continue to rise. While we work hard to minimize the impact on our customers by absorbing as many costs as possible, we do have to make some pricing adjustments to select Optimum rates.

**The new rates are listed below. Your account will be modified to reflect these rates on your next bill. Importantly, however, you’ll not see any increase to your recurring monthly charges before taxes and fees as credits are being placed on your bill to offset the rate increase.** Please refer to [optimum.com/pricing](https://optimum.com/pricing) for a complete listing of the most current rates.

We promise to continue delivering you the best possible connectivity and entertainment experience with the most innovative products and services. Thanks for being an Optimum customer.

TV Equipment	Price
Cable Box*	\$13.00
Optimum TV Box	\$12.00
Stream	\$12.00
TiVo*	\$19.00
DTA*	\$7.00
TiVo Mini	\$12.00
Optimum One	\$24.00
Internet	Price
Modem	\$12.00
Network Enhancement Fee	\$4.50

\* For 5+ cable boxes (inc. DTA and TiVo), increase capped at \$10.







Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
06/04/23 - 07/03/23	June 27, 2023	\$96.62
Previous Balance & Payments		\$0.00
Balance Last Statement		\$193.80
Payment(s) Received By 05/28/2023		-\$193.80
New Charges		\$96.62
Total Amount Due		\$96.62

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [optimum.net/autopay](https://optimum.net/autopay)

Account Details				
BALANCE LAST STATEMENT				193.80
PAYMENTS				
05/27	Credit Card Pymt			-193.80
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
		Retail	Savings	You Pay
Internet				
06/04 -07/03	Optimum Internet	89.99	-55.00	34.99
	1 Gig Internet			50.00
	Modem Fee			12.00
	Smart Router			0.00
	Internet Credit		-13.00	-13.00
Other Services				
06/04 -07/03	Svc Protection			6.99
	Total Current Monthly Charges			\$ 90.98
TAXES, FEES & OTHER CHARGES				
Internet				
06/04 -07/03	Sales Tax			0.72
Other Services				
06/04 -07/03	Sales Tax			0.42
Other Charges				
06/04 -07/03	Network Enhancement Fee			4.50
	Total Taxes, Fees & Other Charges			\$ 5.64
	Total Amount Due			\$ 96.62

Ways to Pay

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**Support App**  
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**In Person**  
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1.866.659.2861

**Mail**  
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Please turn over for payment.



1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]


You've got questions.  
We've got answers.

Just click "Message Us" at  
[optimum.net/chat](https://optimum.net/chat)




**CHERI EDENS**  
Account Number: [REDACTED]  
Total Amount Due: **\$96.62**

Account Details...continued



# Stay connected and informed

Get important text messages about your  
account, appointments, and service.



Sign up at  
**optimum.com/preferences**

Optimum Updates


This bill reflects the changes made to your account as communicated last month.




The Federal Government's Affordable Connectivity Program (ACP) operated by the FCC reduces Internet charges for qualifying low-income households with a one per household benefit up to \$30/mo or up to \$75/mo for residents of Tribal Lands. The benefit is portable from one participating provider to another but cannot be transferred to another individual or household even if they qualify. ACP eligibility requirements, how to enroll and plans that may be free with the benefit can be found at [optimum.com/acp](https://optimum.com/acp). Qualifying households will be subject to Optimum's undiscounted rates and general terms and conditions if they disqualify, de-enroll, transfer their benefit to another provider without canceling service, or if the program ends.

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<p><b>Payment Information</b></p> <p>Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at <a href="https://optimum.com/terms">optimum.com/terms</a>.</p> <p>Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at <a href="https://optimum.com/pricing-packages">optimum.com/pricing-packages</a>.</p> <p><b>Billing Information</b></p> <p>You're billed each month in advance for the next month's services. Rates subject to</p>	<p>change or discontinuance. Service cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit <a href="https://optimum.com/terms-of-service/residential">optimum.com/terms-of-service/residential</a>. You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at <a href="https://optimum.com/pricing-packages">optimum.com/pricing-packages</a>. You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections.</p>	<p>Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.</p> <p><b>Service Information</b></p> <p>For immediate closed captioning issues, contact us: 1-888-420-0777 (phone), 516-803-1682 (fax) or <a href="mailto:CCQuestions@alticeusa.com">CCQuestions@alticeusa.com</a>. Mail written closed captioning complaints to: Vinny Guerrero, Director Executive Customer Relations / 200 Jericho Quadrangle, Jericho, NY 11753</p>
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Please return this section with your payment. Be sure the address below is in the return envelope window.





**Mailing Your Payment**

Account Number: [REDACTED]

Payment Due Date: **June 27, 2023**

Total Amount Due: **\$96.62**

**Amount Enclosed \$**

**Make checks payable to Optimum.**

000-05-23-A-C

OPTIMUM  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
07/04/23 - 08/03/23	July 27, 2023	\$96.62
Previous Balance & Payments		\$0.00
Balance Last Statement		\$96.62
Payment(s) Received By 06/28/2023		-\$96.62
New Charges		\$96.62
Total Amount Due		\$96.62

- ☒ You're enrolled in Paperless Billing.
- ☐ Sign up now for Auto Pay at [optimum.net/autopay](https://optimum.net/autopay)

Account Details				
BALANCE LAST STATEMENT				96.62
PAYMENTS				
06/25	Credit Card Pymt			-96.62
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
		Retail	Savings	You Pay
Internet				
07/04 -08/03	Optimum Internet	89.99	-55.00	34.99
	1 Gig Internet			50.00
	Modem Fee			12.00
	Smart Router			0.00
	Internet Credit		-13.00	-13.00
Other Services				
07/04 -08/03	Svc Protection			6.99
	Total Current Monthly Charges			\$ 90.98
TAXES, FEES & OTHER CHARGES				
Internet				
07/04 -08/03	Sales Tax			0.72
Other Services				
07/04 -08/03	Sales Tax			0.42
Other Charges				
07/04 -08/03	Network Enhancement Fee			4.50
	Total Taxes, Fees & Other Charges			\$ 5.64
	Total Amount Due			\$ 96.62

Ways to Pay

Pay your bill, upgrade your services and manage your account at **optimum.net**

Additional options:

**Auto Pay**  
Manage at [optimum.net/autopay](https://optimum.net/autopay)

**Support App**  
Download at [optimum.net/supportapp](https://optimum.net/supportapp)

**In Person**  
Visit [optimum.com/stores](https://optimum.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Send your payment with remit slip at least one week prior to the due date to avoid late fees

Please turn over for payment.



1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

You've got questions.  
We've got answers.

Just click "Message Us" at  
[optimum.net/chat](https://optimum.net/chat)





**CHERI EDENS**  
Account Number: [REDACTED]  
Total Amount Due: **\$96.62**

PAGE 2 OF 4

Account Details...continued



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and informed

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**optimum.com/preferences**

Optimum Updates

CLASS ACTION SETTLEMENT NOTICE.

You may have a right to receive a cash payment as part of the settlement of a lawsuit regarding the Network Enhancement Fee or Network Access Surcharge charged to certain internet customers and the Broadcast Station Programming Surcharge, TV Broadcast Fee, Sports Programming Surcharge, and/or Regional Sports Network Fee charged to certain television customers. For more information about the lawsuit and the settlement, including how to submit a claim, exclude yourself from the settlement, or object to the settlement, visit the settlement website at [OptimumSuddenlinkFeeSettlement.com](https://OptimumSuddenlinkFeeSettlement.com) or call (833) 549-9657.

The Federal Government's Affordable Connectivity Program (ACP) operated by the FCC reduces Internet charges for qualifying low-income households with a one per household benefit up to \$30/mo or up to \$75/mo for residents of Tribal Lands. The benefit is portable from one participating provider to another but cannot be transferred to another individual or household even if they qualify. ACP eligibility requirements, how to enroll and plans that may be free with the benefit can be found at [optimum.com/acp](https://optimum.com/acp). Qualifying households will be subject to Optimum's undiscounted rates and general terms and conditions if they disqualify, de-enroll, transfer their benefit to another provider without canceling service, or if the program ends.

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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]  
Payment Due Date: **July 27, 2023**  
Total Amount Due: **\$96.62**

Amount Enclosed \$ [REDACTED]

Make checks payable to Optimum.

000-06-23-A-C

OPTIMUM  
PO BOX 70340  
PHILADELPHIA PA 19176-0340

PAGE 3 OF 4

**Total Amount Due: \$96.62**

## Payment Information

Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at [optimum.com/terms](https://optimum.com/terms).

Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at [optimum.com/pricing-packages](https://optimum.com/pricing-packages).

## Billing Information

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### Service Information

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contact us: 1-888-420-0777 (phone),  
516-803-1682 (fax) or  
CCQuestions@alticeusa.com. Mail written  
closed captioning complaints to: Vinny  
Guerrera, Director Executive Customer  
Relations / 200 Jericho Quadrangle, Jericho,  
NY 11753

# Whether you're on the couch or on the go, get answers about your service 24/7.



## Manage your account

Upgrade your service, view and pay your bill, set your communication preferences, manage your home WiFi network, and more at [optimum.net](https://optimum.net)



## Optimum Support App

Download at [optimum.net/supportapp](https://optimum.net/supportapp) and manage your account right from your mobile device



## Message us

Get help and answers online instantly from Optimum experts at [optimum.net/chat](https://optimum.net/chat)



## Support

Find answers to common questions with helpful articles, install guides, and more at [optimum.net/support](https://optimum.net/support)



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
08/04/23 - 09/03/23	August 27, 2023	\$95.84
Previous Balance & Payments		\$0.00
Balance Last Statement		\$96.62
Payment(s) Received By 07/28/2023		-\$96.62
New Charges		\$95.84
Total Amount Due		\$95.84

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- ☐ Sign up now for Auto Pay at [optimum.net/autopay](https://optimum.net/autopay)

Account Details				
BALANCE LAST STATEMENT				96.62
PAYMENTS				
07/21	Credit Card Pymt			-96.62
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
		Retail	Savings	You Pay
Internet				
08/04 -09/03	Optimum Internet	89.99	-55.00	34.99
	1 Gig			50.00
	Modem Fee			12.00
	Smart Router			0.00
	Internet Credit		-13.00	-13.00
Other Services				
08/04 -09/03	Svc Protection			6.99
	Total Current Monthly Charges			\$ 90.98
TAXES, FEES & OTHER CHARGES				
Internet				
08/04 -09/03	Sales Tax			-0.06
Other Services				
08/04 -09/03	Sales Tax			0.42
Other Charges				
08/04 -09/03	Network Enhancement Fee			4.50
	Total Taxes, Fees & Other Charges			\$ 4.86
	Total Amount Due			\$ 95.84

Ways to Pay

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Additional options:

**Auto Pay**  
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**Support App**  
Download at [optimum.net/supportapp](https://optimum.net/supportapp)

**In Person**  
Visit [optimum.com/stores](https://optimum.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Send your payment with remit slip at least one week prior to the due date to avoid late fees

Please turn over for payment.



1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

You've got questions.  
We've got answers.


Just click "Message Us" at  
[optimum.net/chat](https://optimum.net/chat)



CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$95.84


PAGE 2 OF 2

Account Details...continued



# Stay connected and informed

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[optimum.com/preferences](https://optimum.com/preferences)

Optimum Updates

The Federal Government's Affordable Connectivity Program (ACP) operated by the FCC reduces Internet charges for qualifying low-income households with a one per household benefit up to \$30/mo or up to \$75/mo for residents of Tribal Lands. The benefit is portable from one participating provider to another but cannot be transferred to another individual or household even if they qualify. ACP eligibility requirements, how to enroll and plans that may be free with the benefit can be found at [optimum.com/acp](https://optimum.com/acp). Qualifying households will be subject to Optimum's undiscounted rates and general terms and conditions if they disqualify, de-enroll, transfer their benefit to another provider without canceling service, or if the program ends.

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<b>Billing Information</b> You're billed each month in advance for the next month's services. Rates subject to change or discontinuance. Service		

Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]  
Payment Due Date: **August 27, 2023**  
Total Amount Due: **\$95.84**

Amount Enclosed \$

Make checks payable to Optimum.

000-07-23-A-C

OPTIMUM  
PO BOX 70340  
PHILADELPHIA PA 19176-0340



Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary		
Billing Period	Due Date	Amount
09/04/23 - 10/03/23	September 27, 2023	\$95.84
Previous Balance & Payments		\$0.00
Balance Last Statement		\$95.84
Payment(s) Received By 08/28/2023		-\$95.84
New Charges		\$95.84
Total Amount Due		\$95.84

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- ☐ Sign up now for Auto Pay at [optimum.net/autopay](https://optimum.net/autopay)

Account Details				
BALANCE LAST STATEMENT				95.84
PAYMENTS				
08/18	Credit Card Pymt			-95.84
	Previous Balance			\$ 0.00
CURRENT MONTHLY CHARGES				
		Retail	Savings	You Pay
Internet				
09/04 -10/03	Optimum Internet	89.99	-55.00	34.99
	1 Gig			50.00
	Modem Fee			12.00
	Smart Router			0.00
	Internet Credit		-13.00	-13.00
Other Services				
09/04 -10/03	Svc Protection			6.99
	Total Current Monthly Charges			\$ 90.98
TAXES, FEES & OTHER CHARGES				
Internet				
09/04 -10/03	Sales Tax			-0.06
Other Services				
09/04 -10/03	Sales Tax			0.42
Other Charges				
09/04 -10/03	Network Enhancement Fee			4.50
	Total Taxes, Fees & Other Charges			\$ 4.86
	Total Amount Due			\$ 95.84

Ways to Pay

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**Auto Pay**  
Manage at [optimum.net/autopay](https://optimum.net/autopay)

**My Optimum**  
Download at [optimum.net/myoptimum](https://optimum.net/myoptimum)

**In Person**  
Visit [optimum.com/stores](https://optimum.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Send your payment with remit slip at least one week prior to the due date to avoid late fees

Please turn over for payment.



1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

You've got questions.  
We've got answers.


Just click "Message Us" at [optimum.net/chat](https://optimum.net/chat)






**CHERI EDENS**  
Account Number: [REDACTED]  
Total Amount Due: **\$95.84**

Account Details...continued



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Optimum Updates

Protect yourself from payment scams. We've seen an increase in scammers claiming to be your service provider. Scammers may try to trick you into paying your Optimum bill through fraudulent phone numbers and third-party websites. Only use the payment options listed at [optimum.net/waystopay](https://optimum.net/waystopay) to pay your bill. We'll never ask you to pay through gift cards, third-party applications, or wire transfers.

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Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at [optimum.com/pricing-packages](https://optimum.com/pricing-packages).

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Please return this section with your payment. Be sure the address below is in the return envelope window.



Mailing Your Payment

Account Number: [REDACTED]

Payment Due Date: **September 27, 2023**

Total Amount Due: **\$95.84**

Amount Enclosed \$

Make checks payable to Optimum.

000-08-23-A-C

OPTIMUM  
PO BOX 70340  
PHILADELPHIA PA 19176-0340





Access Code: [REDACTED]  
Account Number: [REDACTED]  
CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]

Account Summary	
Billing Period 10/04/23 - 11/03/23	Due Date October 27, 2023
Previous Balance & Payments	
Balance Last Statement	\$95.84
Payment(s) Received By 09/28/2023	\$0.00
Past Due Amount	\$95.84
New Charges	\$95.84
Total Amount Due	\$191.68
(Please pay the past due amount of \$95.84 immediately to avoid service disruption)	

- ☒ You're enrolled in Paperless Billing.
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Account Details				
BALANCE LAST STATEMENT				\$ 95.84
CURRENT MONTHLY CHARGES		Retail	Savings	You Pay
Internet				
10/04 -11/03	Optimum Internet	89.99	-55.00	34.99
	1 Gig			50.00
	Modem Fee			12.00
	Smart Router			0.00
	Internet Credit		-13.00	-13.00
Other Services				
10/04 -11/03	Svc Protection			6.99
Total Current Monthly Charges				\$ 90.98
TAXES, FEES & OTHER CHARGES				
Internet				
10/04 -11/03	Sales Tax			-0.06
Other Services				
10/04 -11/03	Sales Tax			0.42
Other Charges				
10/04 -11/03	Network Enhancement Fee			4.50
Total Taxes, Fees & Other Charges				\$ 4.86
Total Amount Due				\$191.68

Ways to Pay

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Download at [optimum.net/myoptimum](https://optimum.net/myoptimum)

**In Person**  
Visit [optimum.com/stores](https://optimum.com/stores) for a location near you

**Phone**  
1.866.659.2861

**Mail**  
Send your payment with remit slip at least one week prior to the due date to avoid late fees

Please turn over for payment.

**optimum.**

1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGGABBAFGIGPE3#

CHERI EDENS  
[REDACTED]  
SAINT ALBANS WV [REDACTED]


You've got questions.  
We've got answers.

Just click "Message Us" at  
[optimum.net/chat](https://optimum.net/chat)




CHERI EDENS  
Account Number: [REDACTED]  
Total Amount Due: \$191.68

Account Details...continued



# Stay connected and informed

Get important text messages about your  
account, appointments, and service.



Sign up at  
**optimum.com/preferences**

Optimum Updates




**Just a reminder, we have not received your payment.** If you have already paid your bill, kindly disregard this message. If not, please remit full payment immediately to continue receiving service and to avoid unnecessary fees. If the past due amount is not received by the pay by date on this bill, you will be charged a late fee. Please note that all equipment received at installation is the property of Optimum and must be returned if service is disconnected.

The Federal Government's Affordable Connectivity Program (ACP) operated by the FCC reduces Internet charges for qualifying low-income households with a one per household benefit up to \$30/mo or up to \$75/mo for residents of Tribal Lands. The benefit is portable from one participating provider to another but cannot be transferred to another individual or household even if they qualify. ACP eligibility requirements, how to enroll and plans that may be free with the benefit can be found at [optimum.com/acp](https://optimum.com/acp). Qualifying households will be subject to Optimum's undiscounted rates and general terms and conditions if they disqualify, de-enroll, transfer their benefit to another provider without canceling service, or if the program ends.

My Account is a one-stop shop for all your service and account needs. Pay your bill, manage appointments, sign up for text alerts and more at [optimum.net](https://optimum.net).

<b>Payment Information</b> Allow up to 3 days for payment to process once received. Bill payment confirms your acceptance of the Residential Services Agreement, viewable at <a href="https://optimum.com/terms">optimum.com/terms</a> .  Paying by check authorize us to use info on the check to make a one-time electronic funds transfer from your account or to process the payment as a check. If your check is returned unpaid, a fee up to \$40 will be incurred. Insufficient fund fees can be found at <a href="https://optimum.com/pricing-packages">optimum.com/pricing-packages</a> .	change or discontinuance. Service cancellations are effective on the last day of the then current billing period. Promotion Credit subj. to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. For more details, visit <a href="https://optimum.com/terms-of-service/residential">optimum.com/terms-of-service/residential</a> . You'll be charged a late fee up to \$10 if payment is not received by the due date on your bill. Late fee rates can be found at <a href="https://optimum.com/pricing-packages">optimum.com/pricing-packages</a> . You'll continue to be charged this fee on each subsequent past due bill if payment is not received by the due date indicated. Payments not received within 15 days of the due date may be sent to collections.	Your bill includes all government fees. TV Taxes and Fees includes an FCC fee and payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change. <b>Service Information</b> For immediate closed captioning issues, contact us: 1-888-420-0777 (phone), 516-803-1682 (fax) or CCQuestions@alticeusa.com. Mail written closed captioning complaints to: Vinny Guerrero, Director Executive Customer Relations / 200 Jericho Quadrangle, Jericho, NY 11753
<b>Billing Information</b> You're billed each month in advance for the next month's services. Rates subject to		

Please return this section with your payment. Be sure the address below is in the return envelope window.



### Mailing Your Payment

Account Number:	[REDACTED]
Past Due <b>Please Pay Now:</b>	\$95.84
Due By <b>October 27, 2023:</b>	\$95.84
Total Amount Due:	\$191.68

**Amount Enclosed \$**

Make checks payable to Optimum.

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OPTIMUM  
PO BOX 70340  
PHILADELPHIA PA 19176-0340

TV Service & Gig Internet Market



Residential Service & Equipment Rates\*

Effective September 23, 2023

TV Services and Packages* <sup>†</sup>	per month
Basic TV	\$50.00 <sup>14</sup>
Standard Cable (Expanded Basic)	\$60.00 <sup>1</sup>
Core TV	\$105.00 <sup>2</sup>
Value TV	\$110.00 <sup>3</sup>
Select TV	\$130.00 <sup>4</sup>
Premier TV	\$155.00 <sup>5</sup>
Family Package	\$10.00 <sup>6</sup>
Movie Package	\$10.00 <sup>6</sup>
Sports & Info Package	\$15.00 <sup>6</sup>
Sports Plus Package	\$5.00 <sup>7</sup>
Español TV	\$15.00 <sup>6</sup>
Broadcast Station Programming Surcharge	\$15.00 <sup>24</sup>
Sports Programming Surcharge	\$6.65 <sup>24</sup>
<b>Premium Channels*</b>	<b>per month</b>
Max (incl. HBO)	\$19.00 <sup>22</sup>
Cinemax	\$17.00 <sup>1</sup>
Showtime/The Movie Channel	\$17.00 <sup>1</sup>
Starz & Starz Encore	\$17.00 <sup>1</sup>
<b>Pay-Per-View and On Demand*<sup>19, 16</sup></b>	
New Release, Adult Movies, Events	varies
Hustler SVOD	\$29.99
Falcon SVOD	\$29.99
Stingray Karaoke	\$7.00
Anime Network On Demand	\$6.95
here! On Demand	\$6.95
Too Much for TV On Demand	\$12.95
Eros Now On Demand (New Release, Adult Movies, Events)	varies
Pay-Per-View	varies
<b>DVR Services*</b>	<b>per month</b>
Cloud DVR	\$9.99 <sup>27</sup>
Cloud DVR Plus	\$17.99 <sup>27</sup>
Cloud DVR Max	\$21.99 <sup>27</sup>
<b>Internet Services*<sup>12, 25</sup></b>	<b>per month</b>
100 Mbps Internet	\$89.99
200 Mbps Internet	\$99.99
300 Mbps Internet	\$109.99
400 Mbps Internet	\$119.99
500 Mbps Internet	\$129.99
1 Gig Internet	\$139.99
Optimum Advantage Internet	\$14.99 <sup>11</sup>
Network Enhancement Fee	\$4.50 <sup>23</sup>
<b>Phone Services*<sup>1, 16</sup></b>	<b>per month</b>
Telephone Service Only	\$50.95
Second Line Service Fee	\$19.95
Listed Telephone Number	no charge
Non-Listed Telephone Number	\$6.50
Non-Published Telephone Number	\$6.50
Voice Mail	\$5.00
International Calling Plan	Varies <sup>28</sup>
<b>Equipment &amp; Extras*</b>	<b>per month</b>
Optimum One	\$24.00 <sup>18</sup>
Optimum TV Box	\$12.00 <sup>18</sup>
Standard Digital Receiver	\$13.00
High Definition (HD) Receiver	\$13.00
HD/DVR Receiver/Service	\$19.00
Cable Card	\$2.50
TiVo Receiver	\$19.00 <sup>16</sup>
TiVo Mini	\$12.00 <sup>16</sup>
TiVo Stream	\$19.00 <sup>16</sup>
DOCSIS Modem	\$12.00
Wireless Gateway	\$12.00
Optimum Extender	\$3.00 <sup>16</sup>
HD DigitalLink	\$7.00 <sup>16</sup>
Apple TV (One Time Purchase)	\$130.00 <sup>14, 18</sup>
Optimum Amplify	\$15.00
Optimum Stream	\$12.00 <sup>19</sup>
Service Protection	\$6.99
Cable Guide	\$3.99 <sup>16</sup>
<b>Unreturned Equipment Fees</b>	<b>per each</b>
Optimum One	\$212.00 <sup>16</sup>
Optimum TV Box	\$132.00 <sup>16</sup>
Standard Digital Receiver	\$185.00
High Definition (HD) Receiver	\$185.00
HD/DVR Receiver	\$345.00
Remote Control (Non-Optimum One)	\$5.00
Optimum One Remote Control	\$12.00 <sup>16</sup>
Cable Card	\$100.00
TiVo Receiver	\$185.00 <sup>16</sup>
TiVo DVR Receiver	\$345.00 <sup>16</sup>
TiVo Mini	\$150.00 <sup>16</sup>
TiVo Stream	\$150.00 <sup>16</sup>
DOCSIS Modem	\$100.00
MTA – Phone Modem	\$100.00
Wireless Modem	\$100.00
Wireless Router	\$80.00
Ubee 1326 (Gateway 6)	\$130.00 <sup>16</sup>
Ubee 1322 (Gateway 5)	\$110.00 <sup>16</sup>
Ubee 1319 (Gateway 4)	\$80.00 <sup>16</sup>
Optimum Extender	\$75.00 <sup>16</sup>
HD DigitalLink	\$50.00 <sup>16</sup>

Optimum Amplify	\$399.00
Optimum Stream	\$70.00 <sup>19</sup>

Installation, Service & Other Charges*	
Professional Installation	\$100.00
Account Change	\$25.00
Directory Listing Change	\$10.00
Telephone Reconnect	\$20.00
Telephone Service Call	\$50.00
Activation Fee	\$40.00
Reconnect Service	\$40.00
1st Outlet – New Install	\$25.00
Each Additional Outlet	\$25.00
Late Payment Fee	\$10.00 <sup>20</sup>
Returned Payment Charge	\$30.00 <sup>21</sup>
Paper Statement Fee	\$1.00 <sup>22</sup>
Restore Product (1-2 products)	\$10.00
Restore Product (3 products)	\$15.00
Service Call	\$80.00
Missed Service Appointment	\$60.00
Premier Protection & Support	\$19.99 per month <sup>16</sup>
Home Entertainment Protection & Support	\$9.99 per month <sup>16</sup>
Premier Technical Support	\$17.99 per month <sup>16</sup>

Home Security Services*	per month
Optimum Home Security	\$50.00 <sup>16</sup>
Add On Products	varies

\* All product availability varies by area. Please call for most up-to-date offerings in your area.

† TV package and channel lineup availability vary by market. For details on what's available in your area, visit optimum.com/tvlineup.

1 Requires subscription to Basic TV or to Standard Cable/Optimum Value or higher, depending on the market. Not available in all areas.

2 Includes Basic TV. Not available in all areas.

3 Content is Basic TV plus Standard Cable. Not available in all areas.

4 Content is Basic TV, Standard Cable, Family Package, and Movie Package. Not available in all areas.

5 Content is Basic TV, Standard Cable, Family Package, Movie Package, Sports & Info Package, and Max (incl. HBO). Not available in all areas.

6 Requires subscription to Standard Cable/Value TV or higher. May be called "Variety Package." Not available in all areas.

7 Requires subscription to Sports & Info Package. Not available in all areas.

8 Requires subscription to Standard Cable/Value TV or higher. Not available in all areas.

9 Requires subscription to Basic TV or higher. Not available in all areas.

10 Requires Optimum cable box and cannot be viewed on HD DigitalLinks

11 Optimum Advantage Internet has download speeds up to 50 Mbps and upload speeds up to 5 Mbps. Not available in all markets. Subject to eligibility requirements.

12 For full details on current speed offerings, visit optimum.com/internet-packages-speed-details. Existing customers may be on different speeds that are no longer offered.

16 Not available in all areas.

17 Requires Optimum One or Optimum TV Box. Not available in all areas.

18 Requires video service and Optimum One or Optimum TV Box.

19 Applies to customers with Internet service. Select offers excluded.

20 Late Payment Fee is \$10.00 unless otherwise noted: \$2.00 in West Virginia, \$4.75 in California, \$5.00 in Kansas, and \$6.00 in Oklahoma.

21 Fee may vary by area.

22 Requires subscription to Basic TV. Not available in all areas. Max for Optimum TV customers includes HBO Channels, HBO On Demand, and access to the Max app. Max for Optimum Online customers, without Optimum TV, only includes access to the Max app.

24 Does not apply to customers on standard rates for their base TV package as of 9/13/2021.

25 Advertised max speed for wired connection. Actual speeds, including over WiFi, may vary and are not guaranteed.

26 Varies by destination per minute. Current rates can be found at optimum.com/international-rates.

## Applies to customers receiving a paper bill. Does not apply to customers in West Virginia.

YY Not available for Optimum TV Customers. Not available in all areas

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We're here to help. Learn more at optimum.net/support

